

Violation List – Month of August 2023

Account	Technician	Manager	Notes
142922	Andrew Security	Sub	Tech replaced panel, CBU, 4 Contacts, 3 motions and 1 Glassbreak. There is a CTP that was being worked, but in no way does it cover all that equipment. Customer did not and still does not, have any warranty.
10067	Art Bernier	Paul Moran	Tech installed new panel, CBU, 2 motions, 5 contacts, smoke & a carbon with no contract or payment collected before arrival, during or after. Wrong, wrong, WRONG.
389529	Aspen	Sub	Tech installed new 4G CBU. This was covered on a new MAI, but agreement is entirely too old. Contract dated January 2023.
856843	Aspen	Sub	Tech replaced camera. Warranty was never added and contract is still not signed. Even if it was, it's not retroactive.
365306	Cyrus Security	Sub	Tech installed new CBU and new touchscreen keypad per request. Customer is not in any agreement & no payment collected for items.
362026	Djoy Alarms	Sub	Tech installed 2pk Eufy cameras per CTP save. The agreement does not have the correct warranty marked.
432552	Jimmy Gonzalez	Matt Foster	Tech installed new 4G CBU. Contract collected has the wrong signature on it. Not the account holder.
195430	Joe Castiglia	Paul Moran	Tech added CBU from a landline. There is no secured agreement for that \$10 increase from SW or tech. Should not have been approved.
160211	Mike Buthray	Rodney Mays	Tech replaced panel, 2 wireless keypads and 2 motions - no payment, no contract. Unsure who approved service, but contract expires in 2 months. There was also a second service to replace a smoke detector.
426632	Mike Buthray	Rodney Mays	Tech installed new CBU. Agreement that was collected includes the cost of ID Theft (never part of agreements). Tech did not review agreement carefully.
379147	Nathan Whitehead	Paul Moran	Tech installed new 4G CBU. Agreement was not collected before or during visit. It eventually was collected, but is now missing the correct guarantor information.
760771	Nytrel Bellamy	Matt Foster	Tech installed 2 extra contacts on top of the 8 requested. Did not secure an agreement for the extra \$4 as he stated. Was never signed.
545938	Randy Thomas	Albert Zelaya	Tech installed new 4G CBU. Agreement has typo in address. SW is still attempting to secure a new one, but tech should've secured while onsite.
572869	Richard Hanosek	Albert Zelaya	Tech installed 3 contacts (4 was requested on ticket and stated they were onsite). Tech says they "came out of his stock" (whatever that means), but I see no payment and the only contract available is signed by someone else not account holder. So, no payment, no valid contract and confused whether or not sensors

			were shipped.
536321	Seth Elswick	Matt Foster	Tech installed new 4G CBU. No contract, no payment. Looks like a save was being worked (because account is in a serious past due status) but had yet to be collected.