

## Violation List – Month of June & July 2023

Account	Technician	Manager	Notes
499182	Allan Mays	Rodney Mays	Tech installed new panel and CBU. No agreement was secured for save. Still has not been secured.
165285	Alex Roman	Paul Moran	Tech replaced panel. Customer's agreement expired in 6 months. Need a new contract.
485164	Alex Roman	Paul Moran	Tech replaced panel under new agreement. Agreement has wrong zip code on it. Tech did not review/fix.
1179	Alex Roman	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
376730	Alex Roman	Paul Moran	Tech installed new 4G CBU. Contract is way too old to use. New agreement was attempted before tech's arrival, but has not been secured. Tech did not secure a new agreement or payment.
11130	Alex Roman	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
387355	Aspen	Sub	Tech installed new 4G CBU. Contract is paper and is missing terms and warranty. Account was also not merged.
378033	Ben Camarillo	Alberto Zelaya	Tech installed new 4G CBU. No agreement, no payment.
368262	Ben Camarillo	Alberto Zelaya	Tech installed entirely new system. Agreement for \$10 added was not signed. New agreement needed secured.
319174	Ben Camarillo	Alberto Zelaya	Tech installed new 4G CBU. Contract collected is missing BSIS license.
874549	Broadserv	Sub	Tech installed a total of 4 Eufy cameras (2 -2pks). Customer only paid for one.
290167	Chad Nichols	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
392166	Enrique Tapia	Dan Kausalik	Tech installed new 4G CBU. Did not review scanned agreement (warranty not marked off).
398535	Frankie Brown	Paul Moran	Tech installed new 4G CBU. Agreement is signed by spouse & the account is not shared. We do not allow spouse signatures.
167834	Frankie Brown	Paul Moran	Tech installed new 4G CBU. No agreement, no payment.
397919	Jason Medders	Rodney Mays	Tech installed 4G CBU. Contract collected previously has warranty marked off wrong. Tech actually even made a second visit and still failed to review and secure a new good agreement.
544886	JR Sanchez	Sub	Tech replaced ALL equipment in home, per LT Save. Agreement is from February and as of review, customer is still not being billed. Big issues – needs reviewing.
303708	John Holland	Paul Moran	Tech installed CBU. Customer is not eligible to purchase CBU outright. New agreement is required for a \$10 minimum increase for cell services.
446578	Manuel Rivera	Albert Zelaya	Tech installed new 4G CBU. No agreement, no payment.
532668	MDI	Sub	Tech installed new panel, per request.

			Customer's account is in a collections status and we have been unable to reach customer regarding the past due amount. Should not have been sent to service.
46476	MDI	Sub	Tech installed a free smoke detector. Tech states smoke was malfunctioning. There was NEVER a smoke added on account. Malfunction must have been from a different smoke, not part of system.
516958	MDI	Sub	Tech replace contact. No warranty. no payment.
408854	Nathan Whitehead	Paul Moran	Tech installed 4G CBU. Contract does not have warranty marked correctly. Tech did not review.
704111	Nathan Whitehead	Paul Moran	Tech installed 4G CBU. This was not requested on ticket and the rate shown that is active does not reflect a CBU RATE.
171846	Nathan Whitehead	Paul Moran	Tech installed all new 2GIG Panel. Customer's previous system is a landline and the new panel installed was installed with a CBU. They are not currently paying the CBU rate. New contract was required before install.
248842	Nytrel Bellamy	Matt Foster	Tech installed new 4G CBU. Agreement scanned in missing date/terms. Did not review.
161948	Paul Moran	Dan Kausalik	Tech installed new 4G CBU. No agreement, no payment.
386411	Prestige	Sub	Panel was replaced, but no payment has been made towards their collection status. Nobody working account anymore it seems.
160868	Shannon Barnes	Mays/Carr	Tech replaced panel. Agreement is 36 months and agreement is not increased by enough. Rate is only increased \$8, not \$10.
29509	Terrell Gholson	Matt Foster	Tech installed new 4G CBU. No agreement, no payment.
576390	Tim Davis	Sub	Tech installed new panel. Contract is signed by wrong person (not account holder).