

digital news

Volume 23 Issue 2

Summer 2019

**Contractors
License No.
2705-
016239A**

digital news is published by Digital Applications, Inc., dba Digital Security
2714 West Mercury Blvd., Hampton VA 23666
757-827-1250, 800-666-6486, Fax 757-827-1251
Web site: www.digital-security.net
<http://www.facebook.com/Digital-Security>

**DCJS
License
No.
11-1859**

E-mail – Central Station: dsmonitoring@digital-security.net,
Accounting: dsaccounting@digital-security.net, Technicians: dstech@digital-security.net,
Sales: digitalsecurity@digital-security.net, Newsletter: Muriel@digital-security.net

NOTICE

With summer here and colleges out you may expect to have a sales person from out of state knocking on your door trying to sell you a security system. These, usually college students, have had little or no experience with the industry and may use aggressive tactics to push you into making a hasty decision about home security. They are often not completely truthful regarding the operational ability of the system you have or what they have to sell. The salesman will sign you to a contract and the installer will install their system the same day.

The FTC's cooling-off rule gives you three business days to cancel if you sign a contract in your home or anywhere that is not the seller's permanent place of business – even if the system has been installed. You don't have to have a reason for cancelling.

The FTC Office of Public Affairs warns consumers to watch for these signs:

- Pressure to act now to take advantage of a limited time offer.
- Offers of free equipment to get you to sign a long-term and expensive monitoring contract.
- Scare tactics such as "Burglaries have occurred in your neighborhood."
- Phony upgrades. They say they have come to upgrade your system but they really want to install a new

system with a costly contract for monitoring service.

- They will tell you your security company is out of business.



The FTC also advises:

- Get references and find out how the equipment and service has performed for others.
- Get written estimates from several other companies.
- Read the fine print. Make sure the written contract includes all the promises made by the salesperson.

Call your security company to ascertain that they *are* still in business and fine out if they sent a technician to do an upgrade.

Ask to see his Virginia Department of Criminal Justice Service (DCJS) registration. This is required for all security personnel in the State of Virginia.

Do not be fooled if this salesperson claims a connection with a religious denomination. There are companies who claim to be affiliated with a church who are practicing questionable tactics.



Get an Upgrade Wit and Wisdom from Waggs

Did you know that most insurance companies give a discount to home owners who have a monitored security system? If you have not let your insurance company know that you have a monitored security system, do it now. You will need a Certificate of Monitoring to give them, which we will be happy to provide. Just call the office, 757-827-1250, and we will send one to you. Every dollar saved helps!

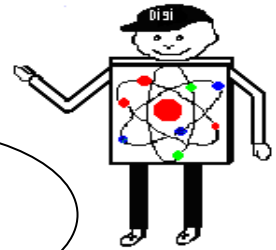


Use your security system. Some people tell me they don't use their security system because they are afraid they will set off a false alarm. Well, everybody does that once in a while. My folks are no exception. In fact mama set it off yesterday.

If you do cause an alarm by mistake, call the monitoring station, give them your pass word or account number and let them know you made an error. Your security system will capture your land line for a length of time, so call on your cell phone to get in touch with us quicker. It is that simple.

Most, if not all cities locally, charge the home owner for false alarms that are dispatched on, so call us if you cause your security system to alarm falsely. We are here to help you.

Digi Says -



If you plan to install vinyl windows, call Digital Security first.

We have missed Digi for many Years. When an upgrade occurred on our computer he was lost. Rather than recreate him, we just left him out. We decided to go back to a very old newsletter and copy him. So here he is. What other security company do you know of that has a dog and a cartoon character giving advice? I bet you looked at it. You might not have read it if it wasn't from Digi or Waggs.

Digi is giving good advice about windows. When new windows are installed the installer will most likely disconnect your window contacts. Also, you may not want to drill through the new window casing to connect to the existing wires. A wireless contact may be better for you. Call the office for advice on what to do before the installer comes and causes you more trouble and expense by destroying what you have.

Maintain your security system so that it is working correctly.

Make sure the batteries in your system and devices are working. Consider adding smoke, CO or motion detector in appropriate places. There is a charge for the device and an installation charge, but no additional charge for the monitoring.

Digital Applications, Inc. dba
Digital Security
2714 W. Mercury Blvd.
Hampton VA 23666
DCJS 11-1859