



Employee of the Quarter: Stephen Barber

Stephen Barber, a loyal and dedicated team player for more than eight



years, is the employee of the quarter. Stephen has been a great asset to Certified Security & Surveillance Systems. He has the ability to solve the most unique technical challenges imaginable.

Because of his expertise, his dedication and incredible abilities, Stephen has recently been promoted to Director of Training and Quality Assurance for our Operations Department.

Stephen is married to Amy and has three children, Hunter, Will and Molly. Although he enjoys hunting, his #1 interest is being involved with his children's sports activities.

Congratulations to Stephen for his much deserved promotion and employee of the quarter honor. ●

FREE YEAR OF MONITORING

January 1, 2006 we kicked off a brand new program to reward our customers who refer their friends to us. Here is how it works. When just three of your friends or family become customers of Certified Security & Surveillance, you will receive one year of free monitoring service added to your existing agreement. We have already had hundreds of names and numbers turned in, so just contact our office to submit a few of your friends, family, co-workers or anyone you might want to consider recommending.

CSS Fourth Quarter 2006 Customer Survey Winner

Certified Security & Surveillance is proud to present our winner for the fourth quarter 2006 in our Customer Survey Contest.

Mr. and Mrs. Glenn Eubank of Tallahassee.

Mr. and Mrs. Eubank took just five minutes of their time to grade the performance of **Charlie Vinson**, one of our Installation Technicians. For their time they have won **one additional year of Free monitoring—a value of more than \$300!** Congratulations to the Eubanks! ●

Children and the Internet

Simple safety rules that families should follow:

- **Keep the computer in a family room**
When the computer is in a family room, instead of a child's bedroom, the computer screen can be seen by everyone. This way it is much easier to keep an eye on Internet usage.
- **Install parental controls**
Before you let you children use the computer, it's a great idea to install parental controls. These can be found through your Internet Service Provider or you can purchase

blocking software. Although these filters are a great first step, they can't block out every danger. Make sure you consistently monitor Internet usage.

- **Learn what your child is doing**
It's important to get to know how your child is using the Internet. One way to learn is through first-hand experience. Sit with your child and have him show you what he does online. Who knows, you might learn a thing or two about the Internet in the process. ●

CSS Provides New Moving Relocation and Reassignment Programs

Florida is a very transient state. According to statistics, the average life of a Florida resident residing in one location is less than five years. A large percentage of you who are reading this are in the process of moving or will do so very soon. CSS is very conscious of this reality, so we have developed two programs to assist you with regard to your monitoring service and its related obligation.

Customers will be required to sign a new three-year agreement to qualify for the move at no charge.

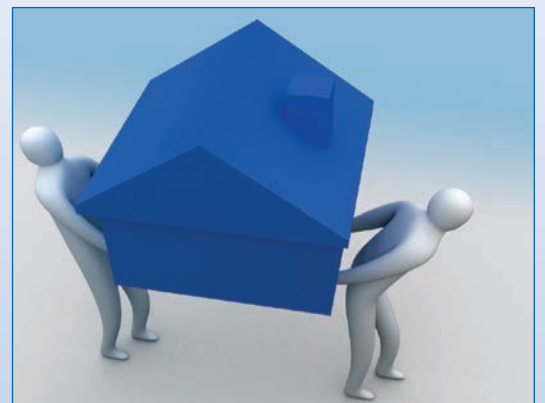
CSS Reassignment Program

The easiest, and financially, most beneficial choice you can make with regard to your security system is to sell it as an amenity with your home.

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CSS Relocation Program

For all customers who have been with CSS for more than two years, we will relocate your basic security system to any new address in Florida or South Georgia at no charge. For customers with less than two years' service, the charge is only \$295.



Jacksonville 904-268-9454
 St. Augustine 904-825-1144
 Ft. Lauderdale 954-978-3998
 Tallahassee 850-942-1400
 Palm Coast 386-446-0123
 Orlando 407-365-8636

Security Systems Add Value to Homes

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Real estate experts confirm that a monitored security system can add \$1,500 to the value of your home. A full perimeter system, with fire, can add \$2,000 in value. If you think about your invested costs with CSS, this is an instant way to make a profit on our relationship!

More important, the purchaser of your home typically appreciates the value the system provides and the associated monitoring service.

Because most customers will have a remaining monitoring term to fulfill, we recommend that you include an

“Assignment Clause”

for your monitoring in your Buy Sell Agreement. This action is very common. The monthly rate you will be assigning is very competitive. The purchaser perceives the rate to be as good, if not better, than if they shopped for the service on their own. As an additional incentive, CSS does not charge the purchaser a Transfer

or Activation fee for the conversion. In short, there are zero out-of-pocket costs for the purchaser to be monitored.

Our Customer Care Department will be happy to assist you with the assignment exercise. Please call our Customer Care Department as early

as possible in the transaction process for our guidance. Again, this is the smartest path to take for all three parties involved.

If you’ve sold the security system with the house and the purchaser is adamant that they do not want to take advantage of the monitoring assignment, please call our Customer Care

Department to discuss other alternatives. Remember, moving does not eliminate the obligation owed on the monitoring term. However, CSS prides itself in assisting our customers with creative ways to move the system and the responsibility. ●

**Contact our
Customer Care
Department at
904-268-9454**



9456 Philips Highway, Suite 7
Jacksonville, FL 32256

www.CertifiedSecuritySystems.com

Hobbies for Your Health

Ever notice how digging into a spare-time activity makes you feel energized? The intense focus on activity using your head and hands is the healthy magic behind hobbies. Spending leisure with a hobby can short-circuit stress.

Hobbies can:

- Strengthen social bonds. Hobbies are a gateway to meeting others. Nearly every leisure activity has a club you can join.
- Build self-confidence. As you become skilled at your hobby,

you develop confidence. It grows and your self-doubt dwindles, helping you become more resistant to stress and depression.

- Occupy your mind and body. Hobbies take your mind off problems and leave less time to sit around and worry.

Start a hobby. List all activities you enjoy - choose something. The liberating thing about a hobby is that it’s entirely up to you. ●

IMPORTANT

In an effort not to increase monthly maintenance fees, all service calls will be assessed a \$25 trip fee.

Yard Signs

If your yard sign(s) are faded, peeled, or cracked, just stop by your local Certified branch for **Free** replacement.

Moving? Relocating? Decluttering? Store it with a **SMARTBOX**.

1 month free

for Certified Security Customers

SMARTBOX
PORTABLE STORAGE



1-877-627-8269

www.jaxsmartbox.com

Reminder to Our Customers

We want you to have the best service possible. It is critical that you :

- Test your system monthly.
- Let us know if you have changed your keyholders or phone numbers.