



The Dispatcher

Tips for National Fire Prevention Month

During National Fire Prevention Month every October, attention is focused on promoting fire safety and prevention. To help celebrate, WH Security would like to offer the following home fire safety tips to help keep you and your family safe throughout the year:

- Install and maintain a working smoke alarm outside of every sleep area and remember to change the battery at least once a year.
- Place fire extinguishers throughout your home and make sure everyone in the house knows how to use them.
- Plan a family escape route and practice it once a month.
- Teach everyone the "Stop, Drop, and Roll" technique in case clothing catches on fire.
- Teach kids that matches and lighters are not toys and store them in a secure area.
- Always keep candles out of reach from children and pets. Do not leave burning candles unattended.

- Avoid storing old mattresses in your home or garage.
- Never leave space heaters unattended.
- Replace any electrical cords that are cracked or frayed.



In addition, WH Security can provide you with extra protection from fire with monitored smoke and heat sensors. In the event of a fire, whether you are at home or away, WH Security's heat and smoke sensors alert our monitoring dispatchers of the presence of a fire so that emergency personnel can be quickly dispatched to your home.

Having monitored fire sensors does not increase the cost of monthly monitoring. With non-monitored smoke detectors, if you are not home to hear the alarm your home could have significant damage by the time flames are detected. For more information, visit <http://goo.gl/4PKS9h> or call a representative at (763) 477-3664.

WH Security is converting from 2G technology

You may have heard that the Federal Communications Commission (FCC) has made the decision to stop supporting cellular service that uses 2G technology. They are requiring upgrades to all cellular towers between now and 2017. As new cellular communication technology enters the scene, adjustments need to be considered and implemented to ensure proper signal communication. Through 2017, national cell carriers such as AT&T, Verizon, etc. will be phasing out 2G technologies and replacing it with 3G technology.

Why this is important:

For security customers who have 2G technology as part of their security system, we want to make sure the cellular device in your home sends the signals to the central station in a timely and accurate manner. Without upgrading the 2G devices, there is a possibility signals could be intermittently sent or not sent at all.

What you need to do:

WH Security representatives are ready to work with you on viable solutions to ensure proper communication. We have a variety of options for customers to consider and most of them come with little or no expense to you.

If you have cellular communications as part of your security system, please call (763) 477-3664 between 8 a.m. and 4:30 p.m. to speak with a representative and discuss your options. We will be happy to answer any questions you may have.



Using remote thermostat control to keep warm

Winter is just around the corner. This means that staying warm while reducing heating costs are on the forefront of many homeowners' minds. While there are a number of ways to save on heating expenses during the winter, one of the most effective is by using remote thermostat control.



Remote thermostat control allows users to access their thermostat remotely through the Internet or a mobile device. There are an abundance of advantages to remotely accessing your thermostat. For example, you can turn your home's heating system on and off or adjust the temperature of your thermostat from anywhere you have an Internet connection. In the same manner that you wouldn't leave your car running and wasting fuel while you are at work, it doesn't make sense to leave your heat running full blast when you are away from home. In addition, you can also set schedules - ensuring your home is at the right temperature when you are there, while not wasting energy when you are not.



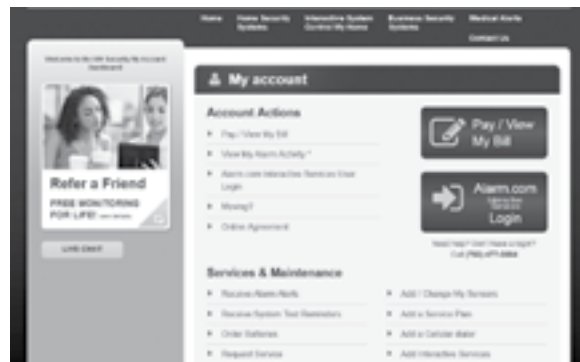
WH Security provides remote thermostat control service to help you reduce energy use.

To help you save, WH Security provides a remote thermostat control service that is powered by Alarm.com. This service can help you reduce your energy use without sacrificing personal comfort.

For more information on remote thermostat control, as well as other home energy management services, visit <http://goo.gl/8QVc7p> or call a representative at (763) 477-3664.

Find useful information on WH Security's 'My Account' page

Many helpful online features are available on WH Security's 'My Account' page. You can view and pay your bill, see alarm activity and log into alarm.com services. There are also a variety of other tools that WH Security customers can utilize. When navigating through the 'My Account' page, look for the following links under each section:



WH Security's 'My Account' page has a variety of helpful features.

My Account (Services & Maintenance):

- **Receive Alarm Alerts:** Sign up to receive alarm activity alerts via email or text message, in addition to phone notifications.
- **Receive System Test Reminders:** Sign up to receive monthly reminders via email or text message to test your alarm system.
- **Order Batteries:** Order batteries that are located in each of your systems sensor.
- **Request Service:** Fill out an online form to have a WH representative contact you.
- **Add/Change My Sensors:** Learn about special system upgrade prices and cellular equipment.

- **Add a Service Plan:** Learn about service plans that protect you against unexpected service calls.
- **Add a Cellular Dialer:** Learn how adding a cellular device to your system is a great communication option.

- **Add Interactive Services:** Learn about WH Security's Control My Home Interactive System.

Information center:

- **How to Change Your Batteries:** Watch videos that guide you through the battery changing process.
- **System Manuals:** Review user manuals for all WH Security systems.
- **Testing Sensors:** Watch a collection of

sensor-testing videos or review documents that walk you through the steps of testing your sensors.

- **Frequently Asked Questions:** Review a list of commonly asked questions.

Special Offers & Notifications:

- **Refer a Friend:** Learn how you can receive free monitoring for life and \$50 for referrals.
- **Co-op Connections:** Learn how you can save money at local and national businesses with WH Security's discount program.

Blogs:

- **Review WH Security's blogs** for up-to-date security trends and information.

Free Monitoring-For-Life!

Just for telling your friends about WH Security

With each referral that signs up, you get \$50!
When you get to seven referrals, you receive Free Monitoring-For-Life!

To refer friends, call (763) 477-3664, or visit wh-security.com and click on "My Account"

Certain restrictions apply

