

Security Matters

INFORMATION FOR CLIENTS OF ADVANCED COAST SECURITY

WINTER 2009

**INTRODUCING THE CONVENIENCE OF BPAY**

You will notice on your July quarterly invoice that we have introduced BPAY as an additional payment option. Many of you will already be using BPAY on a regular basis but for those who have not used this method of payment before we have provided the following information:

**What is a BPAY payment?**

BPAY is a convenient, fast & easy way to pay your bills. BPAY is an electronic bill payment service offered by Australia's leading financial institutions as a feature of Internet & phone banking. BPAY gives you the option of paying your bills at any time, day or night, on any day of the year, saving you time and reducing the hassle of paying bills.

**Where can I make a BPAY payment?**

Once you have registered for Internet or Phone Banking with your financial institution, you can pay a wide range of bills with just one phone call or Internet banking session, at your own convenience, seven days a week, day or night.

You can make a BPAY payment at your financial institution from any touch phone or via a personal computer connected to the Internet, and have the option of paying from a cheque, savings or credit card account. (Please note, not all billing companies will accept payment via credit card.)

BPAY gives you total control over when you make your payments within the secure environment of your bank or financial institution.

**How do I make a BPAY Payment?**

Making a BPAY payment is easy. Simply follow these steps:

- Register for Internet or phone banking at your financial institution, if you haven't already.
- Look for the distinctive BPAY logo on your bills.
- Log onto your Internet banking service or call your phone banking service.
- Select the BPAY or bill payment option. You will then be prompted (via voice or on-screen) to select the account you wish to pay the bill from, enter your Biller Code, customer reference number, the amount to pay and when you wish to schedule the payment. (Please note, not all billing companies will accept payment via credit card).
- Wait for and record your receipt number.
- And as simple as that your bill is now paid

Additional information is available at [www.bpay.com.au](http://www.bpay.com.au)



**SYSTEM TESTING**

Security system manufacturers recommend systems be tested regularly to ensure they are functioning correctly.

Most systems automatically perform a "dialler test" where the system contacts the monitoring station at a predetermined time to "check in". The test is usually on a daily, 3 day or weekly cycle.

A dialler test confirms to us that the communication path between your system and our monitoring station is intact but it does not confirm that your detectors, sirens etc are working.

If you don't have a scheduled maintenance done by our technicians you can do a simple "walk test" of your system yourself:

1. Advise the monitoring station you are testing your system.
2. Arm the system.
3. Walk past all sensors & open any doors/windows on the system.
4. Let the sirens sound for 30 seconds.
5. Call the monitoring station to check what alarms were received. Then advise them the testing is finished.

Call us if you have any queries.

**One Point Of Contact**

**1300 130 618**



*Protecting what is yours.....Protecting what is yours.....protecting what is yours.....*

## Our Team



Barbara – Controlroom Operator

Hi Everyone, I'm Barb and I have worked in the company's Monitoring Station since it started in 2000. I've worked in the security industry for 22 years, so I must love what I do, and I do! I talk to so many wonderful customers & over the years have built up very special friendships.

Originally from Sydney I have lived in the country for more than 30 years. In my spare time (which is limited) I do line dancing three times a week, which is great exercise & I also love spending time with family & friends. My husband & I have 5 boys, all grown up and 6 grandchildren.



Linda – Accounts Manager.

Linda has been married for 20 years, has two teenage children and two dogs. She has been with the company for over 4 years and was appointed to Accounts Manager in October 2008. Originally from Coffs Harbour, Linda has lived in Tamworth for the last 7 years. She has moved around extensively with her family, which has given her many wonderful experiences in a variety of industries & communities. Linda is a keen member of a committee that conducts annual off road charity camping trips. She also enjoys reading, beading, and socialising with friends.

## RATS!

During the warmer months most rats & mice happily live off the land but when the shorter days & cooler temperatures of autumn arrive vermin seek shelter & warmth usually in your house or shed.

We have seen several cases of false alarms due to rodent activity over the past 3 months. Most incidences were fixed quite simply.

Here are some measures to help you:

- Remove all sources of food (open garbage, pet food, bird seed, grain).
- Inspect your property for points of entry. Vermin can pass through very small openings. Make sure doors & windows close tightly. To close a small entry point fill it with steel wool. Remember the word rodent means "to gnaw" so they can make their own passages.
- Use a high quality rodent bait to quickly knock down a population & prevent rapid growth.
- With initial baiting, try not to disturb their original habitat or they may run to another area. After baiting has begun, continue removing food & hiding places to ensure rodents from nearby areas are not attracted to your premises.
- A major infestation may require a professional exterminator.

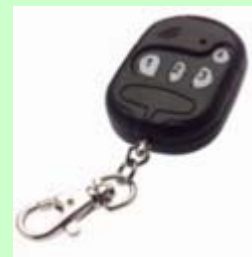
## Feeling Run Down?

Is your security system fitted with remote controls?

Our technicians are regularly called on to repair remote controls that are hard to operate or have stopped working all together.

By far the most common fault is a low or flat battery that can be changed by the user.

When was the last time you changed your battery?



## **ADVANCED COAST SECURITY**

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