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A Quarterly Newsletter from Safety Systems, Inc.

Winter 2024

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## IS IT REALLY SPAM?

About three years ago, I started noticing a message “Spam Likely” on phone calls received on my cell phone. At that time, I thought that was quite helpful to identify a call I may not want to answer. Unfortunately, it seems like the concept of cold calling to sell stuff has reached almost unbearable levels. My phone at work keeps a log of all incoming and outgoing phone calls, and I decided to check and see how many of the calls I got were legitimate. Because I do not need the distraction, I generally let callers I do not recognize go to voice mail. I pretty much assume it is spam if they do not leave a voice mail. I’ve got one nemesis that calls several times a week, always with the same caller ID but different phone numbers almost every time – sorry buddy, I’ve got you figured out! It turned out from reviewing my call logs that about one fourth of my incoming calls are valid, and the rest are people trying to waste my time.

Recently we had a customer that we had tried to contact call us back and let us know our phone calls were being identified as “Spam Likely”, and suddenly that concept didn’t seem to be that good of an idea. Apparently, the Federal Communications Commission (FCC) has a protocol for carriers to use to determine when to apply that label to a phone number, and one of the criteria is the number of phone calls that are made from that number. Although we have a group of phone lines used for outbound calls, they all have a displayed phone number of 517-782-9463. We are told that there is a registration website to fix this, but (surprise!) the website form won’t work and we can’t submit the form.

There is one thing you can do to address the problem and it is simple – just add Safety Systems to your contacts, using phone number (517) 782-9463. That will allow our phone calls to reach you correctly!

## PHONE LINE CHANGES/CANCELS

It is pretty tempting when your cable provider offers to provide phone service at a fraction of the cost you’ve been paying to your current provider, we’ve made that switch ourselves! However, even though it appears to work the same, most alarm systems connected to phone “land-lines” will not make the transition to other types of phone service. The communicators rely on a highly precise timing sequence (time domain multiplexing, or TDM), which simply does not work on most internet-based phone services. If your alarm system has not been converted to another means of communication, changes to your phone service could prevent your system from communicating properly!

## FOAM FIRE EXTINGUISHER CHALLENGES

For many years fire departments and aircraft hangars used Aqueous Film Forming Foam (AFFF) to fight flammable liquid fires, as the foam blanket created floated on top of the liquid fuel and both cooled the fuel and suffocated the fire. However, the recent linking between the AFFF and long term health issues has caused the agent manufacturers to withdraw the product from the market. This obviously trickles down to even the smallest item, and portable AFFF fire extinguishers are now being withdrawn from service due to the inability to obtain replacement agent. Because of the hazardous nature of the foam, it is recommended to contact a hazardous materials firm for proper disposal.

## “QUARTERLY QUOTATION”

“If variety is the spice of life, marriage is the big can of leftover Spam\*” – Johnny Carson

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# ACTIVITY STATS

Our central station alarm activity for April, May and June is as follows:

- **Burglaries:**
  - Commercial..... 2
  - School..... 0
  - Church..... 0
  - Residential..... 0
- **Holdups:**
  - Commercial..... 0
  - Financial Institution..... 0
- **Fires:**
  - Commercial..... 1
  - Multifamily Residential..... 0
- **Individuals apprehended..... 0**
- **Fire Injuries..... 0**

# COMPANY DIRECTORY:

We sincerely appreciate each of our customers who have entrusted us with their business. While we have implemented a voice mail option on our phone system, a friendly person is always available to take your call. All of our staff can be reached through our toll free number, **(800) 283-3659**. Our fax number is (517) 782-5670. If you prefer to contact one of us directly, we've provided our company directory.

**Administration:**

Jodi Decker, CEO (517) 782-9541  
 jodidecker@safetysystems.net  
 Dan Decker, President (517) 782-9817  
 dandecker@safetysystems.net

**Monitoring Center:**

Sandra Weaver, Manager (517) 782-5980  
 sandyweaver@safetysystems.net

**Technical Services:**

Steve Lee, Manager (517) 782-5998  
 stevelee@safetysystems.net  
 Angie Mohr, Scheduling (517) 782-5948  
 angelamohr@safetysystems.net

**Adrian Area Service:**

Jim Faulk (517) 263-9100  
 jimfaulk@safetysystems.net

**Lansing Area Service:**

Steve Pierce (517) 484-3072  
 stevepierce@safetysystems.net

**Fire Alarm Systems Testing:**

Kurt Scott, Manager (517) 782-5941  
 kurtscott@safetysystems.net

**Fire Extinguishers/Suppression Systems:**

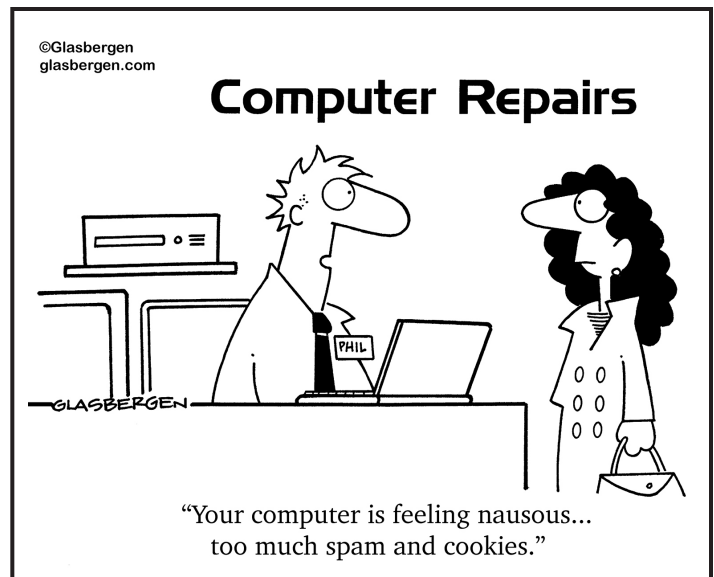
Matt Minnick, Manager (517) 265-6305  
 mattminnick@safetysystems.net

**Customer Service and Sales: Toll Free: (800) 283-3659**

Val Kelley, Sales Coordinator (517) 782-5940  
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