ADEMCO 685

OH 2000

SUR-GARD SYSTEM III

ITI 4000

DMP

BOSCH 6600

Premium Support for All Receiver Brands
CSS Receiver Customer Care Agreement

Do you find yourself being reactive to customer complaints, or can you justify your telecom overhead with concrete data from your receiver tape? Is your organization proactive in identifying communication issues before they cost you exponentially in repeat calls; or, even worse, a missed critical signal? Central Stations protect life and property with hundreds and even thousands of potential receiver settings – are you providing your customers with the best service available? CSS has 20+ years of real-world security experience, and our receiver experts are helping customers identify, troubleshoot, and resolve issues daily. We're here 24/7/365 for sales, service, and support of all your central station technical needs.

Ask yourself the following questions:

When did you update your receivers with critical and necessary firmware?

Are you experiencing poor signaling due to your telecommunication carrier's move towards VoIP?

Are you having issues with specific formats or panel types?

If you are answering "Yes" to any of these questions, consider subscribing to our CSS Receiver Customer Care Agreement; we are here to help. On top of issue-specific troubleshooting, CSS will provide maintenance, perform software upgrades, review your configuration, and provide an assessment of your signaling as well as a remediation roadmap to provide the best service possible to your customers. In addition, we can help uncover issues lurking below the surface that result in duplicate signals, repeat calls, and missed events.

We'll show you strategies to identify these issues and help reduce your telecom overhead by addressing them head-on.

communicationservice**solutions**

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