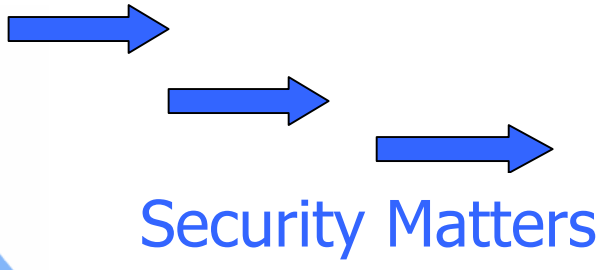


ADVANCED INLAND SECURITY



INFORMATION FOR CLIENTS OF ADVANCED INLAND SECURITY AUTUMN 2009

OUR COMMITMENT TO QUALITY

Many of you would be aware of our Customer Service Guarantee in which we commit ourselves to providing "Responsive and Professional Security Solutions" to meet your specific needs. We believe that this is our strength in a competitive market, however we know and appreciate that we always need to stay at the top of our game to meet your expectations.

To this end we have recently committed ourselves to achieving Quality Management System Accreditation to the ISO 9001:2000 standard by November this year. While many of you may be unfamiliar with the detail of what a quality system is, I'm sure your main concern is that you have a security provider with a commitment to always giving the best service possible.

Quality management systems require a culture of continual improvement in the development of products, services and processes. We know that this attitude and the systems we are developing will assist us to always be your first choice for security.

A quality system also requires us to seek your feedback about our service and to always treat it as an improvement opportunity. One of our monitoring room operators may contact you periodically to ask for your feedback about our service. We will also include a customer satisfaction survey occasionally when we send out invoices in addition to welcoming incidental feedback.

So November is our target date and in the mean time, as we develop our Quality Management System, rest assured that we have a commitment to meeting your needs. I look forward to reporting to you in the future that we have indeed achieved quality certification at the completion of an external audit of our Quality Management System.

Kind Regards

Mark Buckland
Chief Executive Officer



So Much More.....

A security system can be much more than a burglar alarm.

While the main reason for installing a security system is to detect and deter intruders, many business people and home owners are using their back to base protection in various ways:

Computer Room: install smoke &/or heat detectors in your business computer server room. An early alarm may save your data being destroyed.

Coolroom/Freezer: connect your coolroom or freezer to your security system. A high temperature alarm may save you thousands of dollars in lost stock.

Reception: install a discrete duress button to allow your staff to summon help.

Contact one of our sales consultants to discuss your needs.

One Point Of Contact

Remember all Advanced Inland Security's resources are available to you 24 hours per day by calling one telephone number:

1300 130 618



For all enquiries regarding monitoring, technical issues, patrols and accounts.

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

Suspect Calls

Often our staff contact clients regarding potential system or telephone line problems. In every case we will identify who we are and why we are ringing.

There have been reports from clients who have been called by persons "from security" asking for details of their security system. These calls have turned out to be bogus.

If you receive a call from "security" asking about your system or other security measures and you are uneasy about it DO NOT give them any information. Ask for their name and number and advise them you will call them back. Call us on 1300 130618 (the number on your code pad) and our operators will help you.



PIN CODES

Most modern security systems can accommodate multiple user PIN codes.

Sharing a code may be acceptable for family members in their home security system but in a business situation unique PIN codes for each staff member is strongly recommended.

Unique PIN codes for each staff member enables our monitoring centre to record who is entering your premises (we can produce a history report if you require). It also means if a staff member leaves their code can be deleted without affecting the remaining staff.

Anyone using another's PIN at your premises?

Medical Alarms

Did you know that Advanced Inland Security supplies and monitors medical alarms for the sick, elderly or those requiring assistance?

The proven NESS Medi-Alarm is a waterproof pendant worn by the client when in or around their home. Should they require assistance they simply press the pendant and the main console will contact our monitoring station. Our operators will then call the listed contacts.

These alarms are very popular with people living alone or who are alone for extended periods during the day.

If you would like to know more about Medi- Alarms please give us a call.



Thanks!

Everyday we receive calls from people enquiring about security for their home or business. By far the majority have been referred to us by a friend or colleague who are current clients of Advanced Inland Security.

If you are one of those happy referees – thank you for your confidence and support!

Be assured your friends are given advice in a friendly professional way.



ADVANCED INLAND SECURITY PTY LTD

Master Lic. No. 407917523
A.B.N. 63 089 884 604

220 Marius Street
TAMWORTH NSW 2340

Shop 2, 11 Marsh Street
ARMIDALE NSW 2350

Phone: 1300 130 618
Fax: 1300 798 917

Email: sales@advancedinlandsecurity.com.au
www.advancedinlandsecurity.com.au