



QUICK RESPONSE NEWS

Let's Move Towards 2021...

There is no shortage of talking points for 2020, and we have heard most of them already. Everyone's situation is unique and varies depending on who you talk to and where they are located. But, the security industry, while dealing with various obstacles, can still grow.

Many installers and integrators have found ways to thrive in our current environment, by looking for silver linings. Though traditional dynamics have been altered by the work force becoming more remote and some schools becoming virtual, there is still opportunity. In commercial settings, many have turned to thermal and temperature scanning cameras for schools that are in-person, hospitals, and city and state buildings. Traditional video monitoring has

also continued to rise in popularity, providing significant RMR opportunities, as people try and protect now vacant or rarely used facilities. It also provides tracking for employees and guests who may visit a

location. Many have also found great success focusing on access control and creating RMR through associated cloud services.

It is important to look to the future and the potential it brings. The year 2021 can be a year of great achievement for those who are willing

to look for the opportunities that fit their skills and customer base. Adapting will always be critical to a company's success. Next year can be incredible for those companies that continue to build on their core strengths, stay open to opportunities, and are willing to adapt. We wish all of our dealers great luck now and into the future and are here to support your ability to grow by providing solutions to enhance your business.



Accounts Receivable's **Quick 5**

Enhance your billing experience with the following tips:

- 1** Did you know that if you have at least 10 accounts, Quick Response offers direct retail invoicing for your customers?
- 2** Both automatic credit card processing, as well as ACH (auto-debit), are available payment options for all dealers who would like to automate their monthly payment.
- 3** Emailed invoices are now available! View your device details like never before, in an easy-to-read Excel spreadsheet that allows you to customize your view.

4 Be sure to include your customer number on all billing correspondence, so that all incoming information can be handled in a quick and efficient manner.

5 Please remember to always audit your invoice detail pages as they serve as a tool to assist our Dealers with their record keeping. Auditing invoice details also allows any potential issues/inaccuracies to be handled in a timely manner.

If you have any questions or would like additional information regarding our services, please contact Accounts Receivable at 1-800-462-5353.

Getting to Know David Brandt

Q *What is your position at Quick Response and how long have you worked here?*

A Senior Operator, almost 7 years (December)

Q *What is the best piece of advice you've ever been given?*

A Work smart, not hard

Q *If you had to choose only three adjectives to describe yourself, which would you choose?*

A Loyal, trustworthy, strong-willed

Q *What is something that you are passionate about?*

A Football, specifically the Browns

Q *Who is the biggest influence in your life?*

A My friend Silas

Q *If you were to become famous, what would you be famous for?*

A Writing or scouting for the Browns

Q *What makes your job exciting?*

A When I get to talk to a celebrity

Q *What is a fun fact about you that people probably don't know?*

A Sean Connery, before he was famous, was a milkman for my Grandmother.

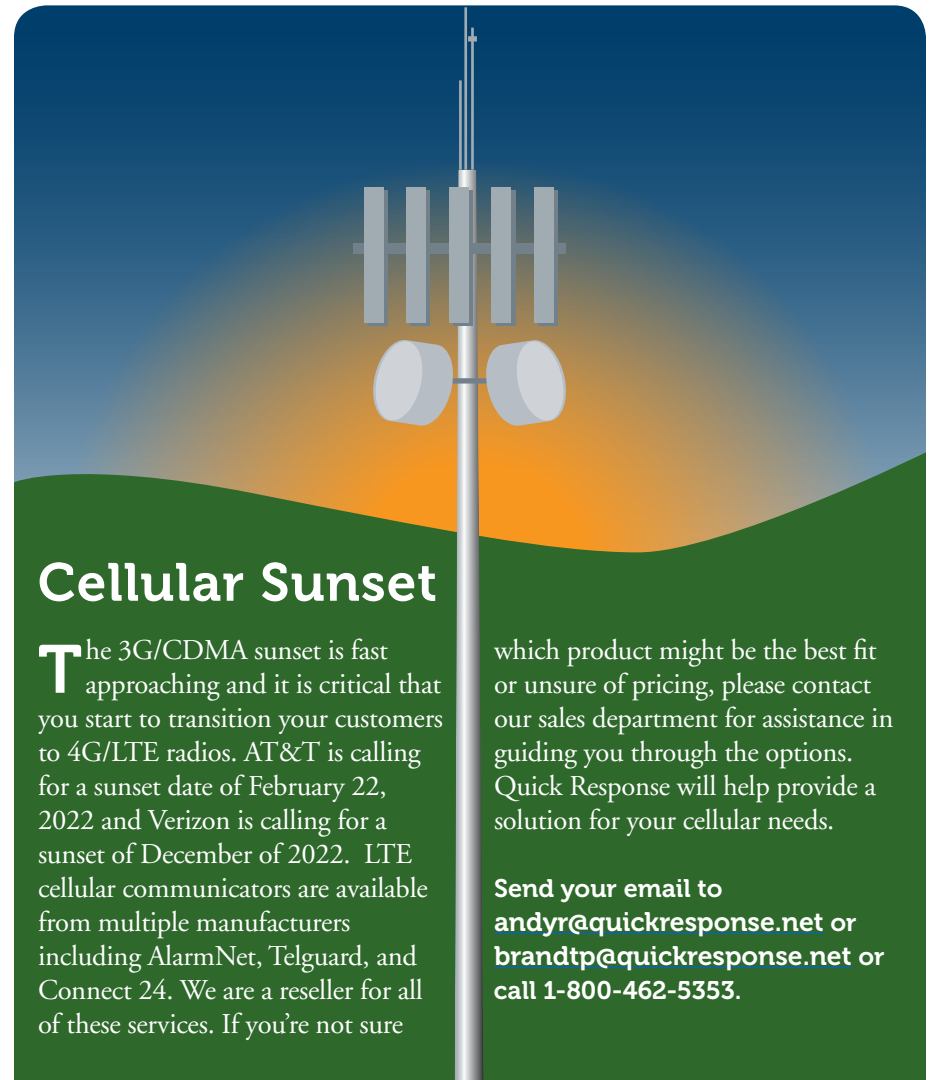
We are **LIVE** with ASAP to PSAP!

Q uick Response went live with our first PSAP, Raleigh/Wake County, NC this past October. We are currently working on implementation and testing with Hamilton County, Ohio and Indianapolis, Indiana PSAPs as well. We will also be working on going live with other PSAPs around the country. There are over 70 PSAPs participating in the program and we are excited to start adding them to our service areas.

How will ASAP to PSAP benefit our Dealers?

The Automated Secure Alarm Protocol (ASAP), was launched in 2011 as a

public-private partnership. It is designed to increase the efficiency and reliability of emergency electronic signals from monitoring companies to PSAPs (Public Safety Answering Point). ASAP utilizes ANSI standard protocols developed cooperatively by the Association of Public-Safety Communications Officials (APCO) and The Monitoring Association. With ASAP, critical life safety signals and accurate information are processed in seconds, not minutes, through the Nlets system of state-to-state PSAP communication, insuring that complete and accurate information is transmitted to the PSAP every time.



Cellular Sunset

The 3G/CDMA sunset is fast approaching and it is critical that you start to transition your customers to 4G/LTE radios. AT&T is calling for a sunset date of February 22, 2022 and Verizon is calling for a sunset of December of 2022. LTE cellular communicators are available from multiple manufacturers including AlarmNet, Telguard, and Connect 24. We are a reseller for all of these services. If you're not sure

which product might be the best fit or unsure of pricing, please contact our sales department for assistance in guiding you through the options. Quick Response will help provide a solution for your cellular needs.

Send your email to andy@quickresponse.net or brandtp@quickresponse.net or call 1-800-462-5353.

10-Digit Dialing Transition

The Monitoring Association has notified us there are 37 states and 83 Area Codes that will transition from 7-digit dialing to 10-digit dialing because of the implementation of the 988 access to the National Suicide Prevention Lifeline.

In July of 2020 the FCC adopted a new order to approve the designation of 988 as the 3-digit abbreviated dialing code for the national suicide prevention hotline. This order

will require all telecommunications carriers and VoIP providers to make network changes that will result in the 83 Area Codes being transitioned to 10-digit dialing. The mandatory dialing date is October 24, 2021. Below is a list of affected states and area codes.

For more information on the Implementation Schedule, please visit https://www.nationalnanpa.com/pdf/PL_544.pdf

STATE	NPA's AFFECTED	TOTAL NPA
Alaska	907	1
Alabama	251	1
Arkansas	501	1
Arizona	480, 520, 928	3
California	209, 530, 562, 626, 650, 707, 925, 949, 951	9
Colorado	719, 970	2
Delaware	302	1
Florida	321 (Brevard County only), 352, 561, 941	4
Georgia	478, 912	2
Guam	671	1
Hawaii	808	1
Illinois	309, 618, 708	3
Indiana	219, 574	2
Iowa	319, 515	2
Kansas	620, 785	2
Kentucky	859	1
Louisiana	337, 504	2
Michigan	616, 810, 906, 989	4
Minnesota	218, 952	2

STATE	NPA's AFFECTED	TOTAL NPA
Mississippi	662	1
Missouri	314, 417, 660, 816	4
Montana	406	1
Nevada	775	1
New Hampshire	603	1
New Jersey	856, 908	2
New Mexico	505, 575	2
New York	516, 607, 716, 845, 914	5
North Carolina	910	1
North Dakota	701	1
Ohio	440, 513	2
South Dakota	605	1
Tennessee	731, 865	2
Texas	254, 361, 409, 806, 830, 915, 940	7
Vermont	802	1
Virginia	276, 804	2
Washington	509	1
Wisconsin	262, 414, 608, 920	4
TOTAL NPAs		83

Looking to Retire?

Looking to retire or sell some of your accounts? We can help! Contact our Sales Department for more information.



Sales Department 1-800-462-5353
 Andy Ramos andy@quickresponse.net
 Brandt Phillips brandtp@quickresponse.net

Quick Response

750 W. Resource Drive
Cleveland, OH 44131

In This Issue:

Let's Move Towards 2021	1
Accounts Receivable's Quick 5.....	1
Getting to Know David Brandt	2
We are Live with ASAP to PSAP!.....	2
Cellular Sunset.....	2
10-Digit Dialing Transition	3
Looking to Retire?.....	3
Winter is Coming!	4
Have Accounts at Another Central Station?	4



Toll-Free: **1.800.462.5353**

www.QuickResponse.net

info@quickresponse.net

Winter is Coming!

Since winter is right around the corner, now is a good time to review your winter storm procedures. Quick Response wants you to know we have you covered. Procedures and policies are in place to efficiently handle the increase in the number of low-priority signals that tend to accompany winter and other storms. More and more subscribers prefer SMS text messages over phone calls. This helps Quick Response provide timely notifications for low battery and power fail signals during storm activity. Not using SMS or IVR yet? Contact Dealer Services at 1-866-662-7470 or data@quickresponse.net to get set up today!

Have Accounts at Another Central Station?

We can save you money! Ask us how!
Contact our Sales Department for more information.

Sales Department 1-800-462-5353

Andy Ramos andy@quickresponse.net

Brandt Phillips brandtp@quickresponse.net

