

CHALLENGES

- Katrina and Wilma Hurricanes
 - Power outages
 - All telephone services
 - All cellular services lost
 - Telephone switches flooded
 - No personnel for generator recharge due to flooding
- 2007 California Wildfires
 - Cellular network outages
 - Large scale telephone services failures
 - Widespread power outages
 - Low battery signals
 - Missed timer test signals

SOLUTION

- AES-*IntelliNet*
 - Never failed throughout Katrina, Wilma or Wildfires
 - No telephone service needed
 - No cabling needed
 - Radios signals not affected by wildfires or floods
 - No personnel or generators needed

BENEFITS

- Offered complete control of services end-to-end
- Reduces monthly costs
- Increases revenue
- Infinitely scalable
- Easy to install, easy to manage

AES-*IntelliNet* Proven to Work through Wild Fires and Hurricanes When Others Failed

How many alarm communications systems can withstand a hurricane, let alone one with the force of Katrina in Louisiana or Wilma in Florida? How about a wildfire like the one that blew through Southern California in 2007? The answer to both of these questions is "One". Only one alarm communications system withstood both hurricanes Wilma, Katrina and the Southern California wild fires: AES-*IntelliNet*.

Why? It could be because AES-*IntelliNet*'s long-range radio mesh alarm communications system allows no single point of failure. It self heals and re-routes itself intuitively. It could also be because there are no phone lines, wires or towers needed or involved with its communications. So when a tornado, hurricane or wild fire blows through town, AES-*IntelliNet* alarm signals always get through when others cannot.

Let's look at hurricanes Katrina and Wilma, for instance. This devastation highlighted the vulnerability of traditional emergency communications networks that rely on phone lines and cellular towers significantly. With winds in excess of 150 mph, phone lines and cellular towers were downed like dominos leaving hundreds of thousands of customers, residential, commercial and municipal, without even basic communications capabilities. This compromised the safety and security of all those who relied on these communications systems for days and in some cases, months.

With storm surges of 20 feet, driving rain and extreme winds, the standard communications infrastructure realized a variety of obstacles. Long-distance telephone line switches were flooded and had to be powered down until waters receded. Cellular sites with battery back-up had no personnel or generators for recharg-

ing as they were unable to reach sites due to the flooding. Satellite dishes and radio towers were downed or knocked off their coordinates.

AES-*IntelliNet*'s wireless radio mesh alarm communications systems with its extensive battery back-up remained online despite all of these obstacles, providing all its customers with seamless and continuous coverage. According to Don Richter, president of Aressco Services, Inc., in Miami, Florida, "My AES-*IntelliNet* customers received constant service without any interruption throughout the storm; the system just worked. Our cellular, wired and other wireless services all went down with the first big wind and stayed down until well after the storm."

If that's not evidence enough of AES-*IntelliNet*'s wireless alarm communications reliability, let's now look at the series of wildfires that spread across Southern California beginning on October 20, 2007. Pushed by the notorious Santa Ana winds that were clocked at more than 80 mph in some areas, 23 wildfires scorched more than 515,000 acres across seven counties, from Santa Barbara to the US/Mexico border. Almost 2,800 structures were destroyed, including 2,000 homes, while nearly 1 million people were forced to evacuate their homes and businesses.

The Command Center, a contract central station in Corona, located southeast of Los Angeles, that covers both San Diego County and the San Bernardino mountain areas, felt the devastation. "It just hit us all at once. We were pounded with troubles, AC fails, low battery and missed timer test signals," said Morgan Hertel, vice president of The Command Center. "Since we were dealing with such a huge area, it wasn't like it happened for a couple hours and stopped. It was

sustained for a period of at least four days.” Hertel says his normal daily volume of alarm signals and calls skyrocketed from roughly 1,800 to more than 7,000.

The Command Center utilizes various alarm communications systems, including AES-*IntelliNet*, GSM, and digital dialers. During the fires there were many issues due to large-scale telephone service failures in both areas. They experienced many GSM outages and were informed by a major GSM/Cellular based alarm communications vendor that the cellular network was experiencing problems in both areas due to wildfires. According to Hertel, “GSM was spotty, the telco facilities failed, and through all of this the AES-*IntelliNet* system continued to work. In fact, the wildfires had no impact at all on AES-*IntelliNet*’s radio system and that was one less thing to worry about. Our AES customers were actually calling us to “ping” their radios because they knew if the radio was still operational that in all likelihood the home was still standing. We heard many sighs of relief when we gave them the good news that the radio was still online.”

So, why is it important that alarm communications systems stay functional during catastrophes? During a major storm such as Katrina, when electricity, phone lines and cell towers go down, crime goes up. With no communications available at protected premises during these times, it’s a free-for-all for looters. Or, if you and your family are in your home sleeping in the middle of the night and a fire breaks out during a storm, you and your family’s lives are reliant on the alarm communications system

installed in your home. When you think of what could happen under circumstances such as these, which alarm communications system would you want in your home protecting your family; your most precious assets? Would customers prefer an alarm system that is proven to fail during a storm and may not get alarm signals through to the authorities? Or would they prefer one that is not vulnerable to weather conditions, line cuts, downed towers or satellite stability? With AES-*IntelliNet*’s radio mesh alarm communications system, everyone can sleep well knowing that if a fire breaks out or if a burglar breaks in, within 1-3 seconds their alarm signal will get through to the authorities, no matter what. It’s proven to be the fastest alarm communications system and the most reliable again and again.

Technologies have come and gone and will continue to do so. Analog cellular service is a thing of the past and with more and more people disabling their landlines, it’s certain that alarm communication systems that rely on traditional POTS (Plain Old Telephone Service) are next to go. Radio has been around forever and will never become obsolete as long as there is air. But mesh radio, as uniquely provided by AES-*IntelliNet*, ensures that it will be around and continue to operate even under the most challenging circumstances and when you may need it most.

Of the Central Stations that provide monitoring for AES-*IntelliNet*, all highly value owning and operating their own system so they have complete control over their quality of service from end-to-end. They value not having to rely on

unreliable third party service providers such as telephone companies and they really value not having to pay them monthly fees. For instance, Douglas Pierce, CEO of Guardian Alarm Company of Michigan said, “after researching the alternatives, I found the AES-*IntelliNet* wireless mesh radio technology to be the best option. I love owning and controlling my systems from end-to-end. The elimination of the monthly costs improved the return on our investment and increased our profitability and company valuation.”

David Avritt of SentryNet also loves the control AES-*IntelliNet* provides. “I understand what it means to own and operate the AES-*IntelliNet* wireless alarm communications network. This system allows us to control our own destiny and not have to rely on the whims of someone else’s network. We’re able to control our pricing and quality of service and in turn, we control our future.”

The AES-*IntelliNet* MultiNet is a radio mesh communications system for alarm monitoring. The 7705i MultiNet Receiver enables large multi-regional users of AES-*IntelliNet* networks to add coverage in multiple regions thereby increasing recurring revenues. In addition, as with all AES-*IntelliNet* products, there are no third-party alarm transmission fees, freeing new users from recurring costs of those services. The added benefits of the 7705i MultiNet’s scalability, combined with owner use and control of the system, makes it the perfect solution for monitoring companies that want to worry less about service interruptions common with other technologies.



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