

Locally Owned Locally Operated



Name of Business:



TWR Communications

President: Jeff Hutter

Senior VP: Gary McKenzie

Location of Business: Centrally located in Cumberland, MD

Years in Business: 65+ Years

Geographical Areas Served: Tri-State Area

Products and/or Services Offered: Two Way Radio Cellular Service, Paging Service, Computer Repair, Security Systems, Answering Service, Internet Service, Self Storage

Business Contact Information:

Phone: (301) 777-2692

Toll Free: (800) 262-7005

Fax: (301) 777-7845

Postal Mail: 549 North Centre St., Cumberland, MD

Website: www.twrcommunications.com



Centrally located in Cumberland Maryland, TWR has been operating and serving the area for 65+ years. TWR is the only locally based provider for many of the services they offer. Remaining a robust small business offering communication solutions to area consumers has been the focus of TWR during its entire history. TWR and its staff have made considerable strides to remain on top of the latest advanced technology available and in turn, made these products and services available to our area. While this requires ongoing extensive research, studies, seminars, expos and effort, TWR feels it's important that smaller communities such as Allegany and Garrett Counties have the same options and opportunities as our bigger brother and sister communities.

TWR was founded as a radio business providing 2-way radio communications to many government and business entities. During TWR's history, the company expanded and brought our community such products and services as: Broadband Internet, Paging, Cellular, 2-Way Radios, Security Systems, Alarm Monitoring, Video Surveillance, Access Control, Telephone Answering Service, Computer Repair, Computer Networking, GPS tracking for fleet vehicles, Microwave Point-to-Point and Point-to-Multipoint Internet Data solutions to tie business offices together. TWR's grounds at their location on Centre Street enabled the business to add Self Storage and Office Space to their menu of products and services available.

While many providers focus solely on "making the sale," TWR prefers to combine the valuable need for excellent customer service along with the need to move their products. Keeping customers satisfied has ensured their continuous support as well as customers selling the merits of TWR to their friends, relatives and colleagues. TWR stands behind the products and services they provide by responding quickly and efficiently to issues, answering inquiries and simply making a customer's purchasing experience as hassle-free, understandable and smooth as possible. TWR was recently awarded the "Business of the Year" honor in 2011 by the Allegany County Chamber of Commerce, in part, for all of the community service and products and services they offer.

The age of electronics and more specifically, computers, security and cellular phones, has caused a tremendous shift in the way many people do business today. TWR can bridge communications together between you and your staff, you and your family and friends and even one branch office to another. It's important to remember that TWR is dedicated to OUR community. When you have questions, need help or even have a problem, not only can you call to speak to someone locally, you can visit them in person as well! TWR knows that most people want to speak with someone locally, and that's just what they offer. Technology is growing at a rate that is faster than many of us can fathom and TWR is also well aware that customers have many options when it comes to choosing a service provider for the various products they offer. TWR's staff feels it's their duty as a local communications company to embrace these technologies and needs of our community to provide the latest and best service available.

TWR is ranked nearly consistently at 100% by customer satisfaction surveys for Cellular Service in regards to their professionalism, customer service and overall knowledge of products and services. With these results, it proves TWR's overall focus is customer satisfaction! Protecting your home, business, employees and/or family members can be a daunting task in today's world. The presence of an alarm system is a clear deterrent to burglars and can provide the peace of mind that insurance cannot. TWR's experienced sales and technicians customize each system to meet your home or business requirements; not only just your doors and windows! While there are many national security companies in the US today, TWR is the only local company who uses its own staff to sell, service and monitor security systems. TWR uses no other firms or sub-contractors to install security systems or to monitor them!

During this past year, TWR upgraded the equipment for our 24-Hour Central Station which serves a dual purpose of responding and handling Security and Fire Alarms as well as providing Telephone Call Center services for their clients. TWR now offer's "Home Automation" and "Interactive Advanced Home Security." Security systems have more features and abilities now than ever before...and TWR has made these features available to our community.

Home Automation and Interactive Home Security features enable customers to turn their lights on and off, lock and unlock doors, arm and disarm security systems and view Live and recorded video...all remotely from a personal computer or cellular phone. Free downloadable applications are also available for Smartphone users. All of this can be achieved easily whether you are nearby your home, or across the globe!

TWR's Call Center offers a number of new services for their clients and has become a multi-function facility in full operation 24 hours per day, seven days per week. These services include Virtual Receptionist and Enhanced Voicemail Tree messaging. The mission of TWR's Call Center is providing professionalism and hometown hospitality that leaves your customers feeling connected and confident, even when you are not immediately available! While answering machines are a viable option for someone who cannot always be available to answer the phone, you should know that more often than you think, callers hang up at the sound of voicemail, or worse yet, an automated pick-a-number system. People tend to choose a company that answers their call and are treated like they are important. TWR Communication's is an EXCELLENT option for keeping employee expenses down while having professional and friendly receptionists projecting a positive first impression of your company. At a fraction of the cost of one full-time employee, you will enjoy 24 hour 7 days a week phone coverage so that your callers always feel that they have reached your company. We never call in sick, take time off, file a worker's comp claim, file for unemployment or etc.

As you can easily gather from this article, TWR is focusing on providing excellent customer service, the latest in technology and focus on the community. TWR is located at 549 North Centre Street in Cumberland and we welcome the community to stop by to learn more about the products and services offered. Free demonstrations are encouraged. TWR may be reached by phone at (301) 777-2692 or (800) 262-7005.

You can also visit them on the web at www.twrcommunications.com

Security Systems from TWR

*Wouldn't it be nice to LOOK in on your home when you're away?
ARM or DISARM your security system directly from your
cellphone or a computer?.....NOW YOU CAN!*

- 1 Simon XT with Two-Way Talking Touch Screen
- 1 Simon XT with Two-Way Keypad
- 1 Indoor/Outdoor IP Camera with Night Vision with 1-year Monitoring and Storage**
- 3 Crystal Door/Window Sensors
- 1 Pet Immune PIR Motion Sensor
- 1 Four-Button Keyfob Touchpad
- 1 Simon XT GSM Cellular Kit with Z-Wave

Remote Arming from Internet or Internet Enabled Device such as a PDA/Cellular Phone for 1-Year!

24-Hour Alarm Monitoring for 1-Year!

Siren & Back-up Battery

Full Voice Response

Up to 20% Homeowners Insurance Discount with Insurance Certificate

Installation & Training

Front, Back and Side Doors Protected

Yard Signs and Stickers



The GE Simon XT with GSM Module brings you Secure Wireless Signaling, Real-Time Notification and Web-based Remote Monitoring and Control capabilities! It's digital wireless communication via GSM/GPRS enables secure alarm reporting to TWR's Central Station with Contact ID, regardless of whether a phone line is installed at your system location. The module also enables Simon XT end users to monitor and control your Security System remotely via a Website and/or Mobile/PDA Site!



Features

The GE Simon XT control panel is a full-feature home security platform that delivers years of dependable and secure protection. Featuring advanced wireless technology, Simon XT provides the newest state-of-the-art technology. Complementing the GE Simon XT is the new Two-Way Talking Touch Screen. Working Simon XT and Advanced Interactive Services, this new touch screen offers set up control for many items in your home, can provide weather conditions for your area, and works seamlessly with the Web Portal and mobile applications for remote access and control. The GSM Module for Simon XT can be used as the primary means of communication (no phone line required) or as a backup to a landline phone connection. It supports full alarm reporting to TWR's Central Station.

Camera Details

Including a weatherproof, day/night indoor/outdoor IP camera is designed specifically to work with this security system, which provides a professional surveillance solution without the complexity of traditional CCTV systems. High-quality Live and Recorded video are available to customers through web-enabled computers, cellphone web browsers or via free downloadable apps for iPhone, Blackberry and Android devices.

No Separate Power Supply Needed

The GSM Module does not require its own battery or transformer. It runs on the control panel's AC power and backup battery sources and can function reliably for 24+ hours during a power outage.

Remote Monitoring & Control via Web/PDA/Cell

The web interface is simple and allows system access at any time, from any location. Online features include current arming state and zone status, remote arm/disarm commands, panel user code programming, and email and text message alert configuration for alarms and "custom threat" events defined by the user. (Features vary depending on service plan.)



Ask for Steve Law or Gary McKenzie

TWR
COMMUNICATIONS

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