

The Central Station Alarm Association (CSAA) ACCENT LISTSERVER TERMS AND CONDITIONS



You are now a member of the CSAA listserv called ACCENT (Alarm Call Center Education, Networking and Training).

Being a part of a listserv requires a certain amount of social consideration. Please observe mailing list etiquette as listed below and remember that your messages will go out to dozens of recipients. CSAA hopes that you will find this listserv friendly and useful. We encourage you to take advantage of it to communicate with your peers.

Purpose and Policy

This is a forum provided by CSAA to broaden the community of expertise and support for professionals working in a monitoring environment. The purpose of the listserv is to promote the exchange of ideas and to facilitate networking amongst colleagues in the industry. It is the position of CSAA that topics, projects, and discussions brought forth by this listserv are not actionable issues. ACCENT is a forum in which professionals can meet for discussions, not submit issues to CSAA for action. Please help ensure that ACCENT listserv is a positive experience for all subscribers by letting us know if you find content that violates our rules.

Contact Information

If you have technical difficulties, problems, questions, or concerns with the listserv please DO NOT POST to the entire listserv. This is considered rude behavior to fellow subscribers. Should you have any questions or need to report a problem, please call Grace Fanzo at CSAA, 703-242-4670, Ext. 21 or email the listserv administrator at gfanzo@csaaintl.org.

To remove yourself from the list, please send a blank e-mail message leave-accent-89553808Q@lists.csaaintl.org.

Listserv Etiquette

Listservers are interactive e-mail distribution lists. When you send a message to accent@lists.csaaintl.org, the message goes to all the individuals on the list.

1. When ending your message, identify yourself by including your name and email address so that other subscribers know who you are and can contact you in relation to your message. (Company contact information, if you choose to give it, can also be helpful).
2. This listserv is set to respond to the entire group when you press REPLY on your e-mail service. If you want to reply to only the person who sent a particular message, you will need to copy that person's e-mail address and create a new message. Please take the time to consider if you want to send the message to one person or to hundreds!!! If you have a private reply, please address it directly to the original sender.
3. Avoid sending "me too" messages. These block up mailboxes and offer little insight to industry issues. If you agree with someone else's message, please send them a reply individually.
4. Use attachments only when necessary! Be aware that some subscribers may not have the capabilities to open or read your attachment. Attachments may also block your message through firewalls, and block up slow running systems trying to download them.
5. Sending a message in all capital letters (UPPERCASE) is considered shouting. Be aware that this can be offensive and difficult to read.
6. If you are unsure about whether or not a message you want to send is appropriate, send it to gfanzo@csaaintl.org first. Your message will be reviewed and you will know if your question or comment is going to the right audience or if it may break one of the listserv rules.

Special Note on Price Fixing

ACCENT subscribers may not encourage or facilitate any discussion concerning pricing or price fixing. Messages that violate this condition include but are not limited to: prices; discounts; terms or conditions of sale; salaries; profits; profit margins; market shares; allocation of customers or territories; or termination of customers or suppliers. CSAA publishes a wage and compensation document; for more information on salaries, please contact CSAA directly at gfanzo@csaaintl.org.

Subscriber Usage Obligations and Limitations

1. You agree that you will not post any messages that expressly or implicitly encourage or facilitate members to arrive at any agreement which either directly or indirectly may lead to price fixing, a boycott of another's business, or other conduct which may illegally restrict free trade. These communications are for the purpose of sharing information and improvement of the profession in accordance with and recognition of the antitrust provisions so that they do not establish agreements or limitations on services or products and prices and salaries. Please note that messages responding to emails that break this rule are also in violation and are subject to the same repercussions.
2. You agree to only post messages that are relevant to the listserv (Alarm Call Center Education, Networking and Training). Do not send personal, commercial, or self-promotional postings.
3. You agree to stay on topic. If you constantly stray from the topic you may be moderated or removed from the ACCENT listserv membership.
4. You agree not to post anywhere on or through this site:
 - a. any message or material containing or otherwise using obscene, abusive, offensive, libelous, defamatory, fraudulent, harassing or hateful language (also known as flaming);
 - b. any message or material that is pornographic or that appears intended to offend or demean members of particular racial, ethnic, religious and/or gender groups;
 - c. any message or material that appears likely to violate patent, copyright, trade secret, trademark and/or privacy laws or rights;
 - d. any message or material that is known or should be known to contain a computer virus, worm, or other content that may harm the equipment or networks of other ACCENT users;
 - e. any message or material that appears intended to impersonate an individual, business, or entity other than its actual sender;
 - f. any message or material that may be construed to constitute unauthorized advertising or invasion of anyone's privacy; and
 - g. any message or material that may encourage conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, state, national or international law or regulation.
5. You agree to use the ACCENT listserv only for lawful purposes that do not violate the copyright, trademark, trade secret or any other personal or proprietary rights of any third party except with the permission of the owner of such rights.
6. You may not use the listserv as a means of obtaining email addresses or contact information in connection with the sending of third-party emails, whether commercial in nature or not. This prohibition includes the sending of mass mailings to ACCENT subscriber email addresses without the individual subscriber's consent and the sending of unsolicited messages through an outside service to implicate the ACCENT listserv. You may not add or subscribe ACCENT listserv members without their permission.
7. You may not use the ACCENT listserv solely for the purpose of storing and archiving files.
8. You agree to receive messages from other ACCENT listserv users.
9. You agree to be courteous toward other users and respectful of their views and opinions. All subscribers will treat each other professionally in all messages sent through the ACCENT listserv. *You may not* engage, contribute, or perpetuate personal attacks on businesses, organizations, or other listserv members.

Disclaimer

This list is provided by CSAA, but it is not an actively monitored listserv. This means that CSAA will not prescreen postings and will have no duty to exercise editorial control over postings. However, in the event that any inappropriate posting(s) are brought to CSAA's attention, CSAA will take appropriate action and reserve the right to terminate access to the listserver by any individual who does not follow the above listed guidelines. CSAA may terminate discussion on any topic should it be determined that the discussion is off-topic or violates any of the listserver terms and conditions. CSAA are not responsible for any opinions, information, or warranties posted on this site by others. In no event shall CSAA be liable for any direct or indirect damages alleged to result from or be connected with the use of the ACCENT listserv, including (but not limited to) reliance upon any information posted on this site. Your use of the ACCENT listserver is solely at your own risk. The service is provided on an "as is" and "as available" basis.

The ACCENT listserv owner makes no warranty that:

1. the services will meet your requirements;
2. the service will be uninterrupted, timely, secure, or error free;
3. the information obtained from the use of the service will be accurate or reliable;
4. the quality of any content provided will meet your expectations; or
5. any errors in the software will be corrected. Any materials downloaded or obtained through ACCENT listserv is done at your own discretion and risk. You will be solely responsible for any damage to your computer system or the loss of data that results from the download of any such material.

You expressly understand and agree that ACCENT listserv owner shall not be liable to you for any direct, indirect, incidental, special, consequential, or exemplary damages, including but not limited to damages for loss of profits, goodwill, use, data, or other intangible losses resulting from:

1. the use or inability to use the service;
2. unauthorized access to or alteration of your transmission;
3. statements or conduct of any third party on the service; or
4. any other matter relating to the ACCENT listserv service.

Indemnity

You agree to indemnify and hold the ACCENT listserver owner and their subsidiaries, affiliates, officers, agents, and employees harmless from any claim or demand including reasonable attorney's fees, made by any third-party due to or arising out of content you submit, post, transmit, or make available through the ACCENT listserv service, your use of the service, your connection to the service, your violation of the terms and conditions, or your violation of the rights of others.

Right to Terminate

The ACCENT listserv owner reserve the right to remove or refuse any content that is determined to be inappropriate, in violation of our rules, subjects CSAA to liability, or is considered to be potentially illegal. The ACCENT listserv owner may terminate or remove a listserv subscriber from list membership immediately and without notice if it is determined, in their sole discretion, that the subscriber acted inconsistently with the spirit or the letter of the ACCENT Listserv Terms And Conditions or the list rules and conduct, or if the listserver owner believe that you have violated or tried to violate the rights of others.

Right to Change Terms and Conditions

The ACCENT listserv owner may add new terms and conditions, or modify or delete existing terms and conditions, at any time, by publishing a revised ACCENT Listserv Terms and Conditions on the CSAA website.