



March 3, 2009

To Whom It May Concern:

Madrona Plaza in Seattle has been secured by Sonitrol Pacific since June of 2000 and we remain very happy and satisfied with them all these years. We get to see the difference between an outstanding service company and a conventional alarm system on a daily basis. A part of our building we have another conventional alarm system, and on the 2<sup>nd</sup> floor where we have our Executive Suites we have Sonitrol. And the quality of service by Sonitrol is far superior to the other system.

Sonitrol Pacific makes it so easy for me to add new people onto the system and delete them as well. Their data center is highly responsive and always sends me a confirmation e-mail once the changes I requested are completed. I am visited by my friendly customer service representative once every six months to ensure that we are still properly secured and all my needs are being met. Sonitrol Pacific goes above and beyond to ensure my complete satisfaction as a customer. I would highly recommend Sonitrol Pacific for anyone looking for integrated security and access control they offer a completely seamless solution.

Sincerely,

Christine Bender  
Madrona Plaza Manager