

October 14<sup>th</sup>, 2008

Sonitrol Pacific  
Attn: Summer Felker  
2221 California Street  
Everett, WA 98201

To Everyone at Sonitrol:

My name is Jin Lee and I own College Food Mart convenience store and gas station in Mount Vernon. I took over the Sonitrol alarm system in February of 2006 and I have had a great experience with your people ever since. I have received prompt service from your experienced technicians and when I need to make changes to my account your operators are pleasant and very helpful. I also appreciate the regular visits from my personal Customer Service Representative who checks to make sure I have everything that I need and that my equipment is performing correctly.

The Mount Vernon police just recently caught a burglar trying to get into my store through the roof and I know no other company would have been able to send police in time to catch him. Because your operators could hear the burglar and sent the police right away, he did not get inside my store and do more damage! They could tell the police everything they were hearing as he tried to get in. As a business owner, I'm confident that choosing Sonitrol was a wise investment and I would recommend Sonitrol to anyone looking for the best value in a security system.

Thank you,

  
Mr. Jin Lee, Owner  
College Food Mart