

Hi Paul,

As a business owner myself, I thought you would appreciate feedback on my experience with your company so far.

I have been a 16 year customer of Protection One, with two accounts, home and business. They have basically been OK but we have had to be firm with them quite a few times due to poor customer service.

About a month ago our system on our business failed, the fire alarm going off randomly and not shutting off, whatever we attempted. They sent out a tech, 4 days later, who felt he made the repair, yet once he left, the same issue reoccurred. We called their local office, were told we needed a new panel, approx \$600-700, and they would have a sales rep contact us to discuss what our options were at this point. No one ever called back.

So now three weeks later, we are without protection on our business, and I take over the problem and find your company on line. I called for information after your working hours on a Friday night, Father's Day weekend.

I was so impressed to get a call from Mike Willard, first thing Sat. morning, although your offices were closed. I didn't have a moment to call him back, but he checked in again Monday morning and we set an appointment. I called three vendors, and Mike was the only one to respond.

Not only did he respond immediate to our need, but he made sure your Tech service did as well, getting us up and running immediately. Many thanks to Mike, and Eddi your tech.. We feel we are in good hands now.

Thank You, and please stop by the winery if you have a break in your brief stay here in CT.

Gloria P.
Owner, Managing Partner
Priam Vineyards