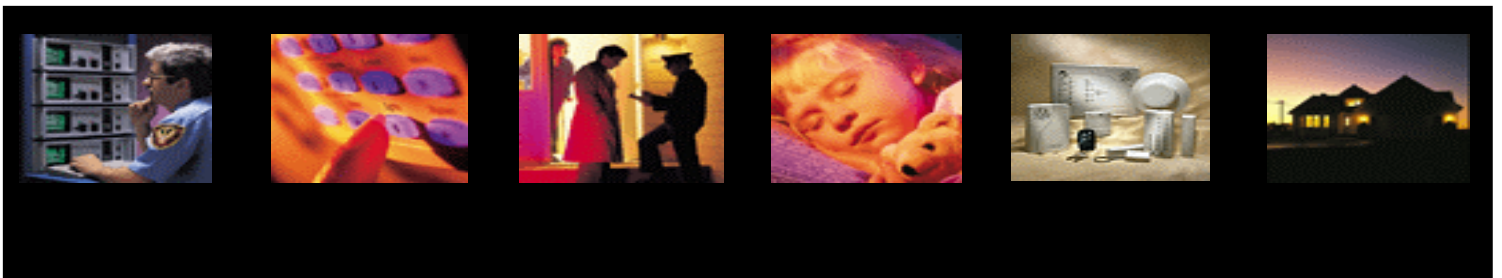
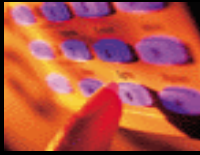




How to Choose the Right Security Company





How to Choose the Right Security Company

1. How many years has the company been in business?

The number of years the company has been in business is extremely different than the amount of years of experience they have. Some companies will combine the years of experience that each of their employees have in the industry and use that total as the number of years of experience for the business. For example, a company may tell you they have 30 years of experience when they have really only been in business for 6 months.

You want to know how many years that company has actually been in business. Remember that your relationship with your security company does not end once the system is installed. You want to be confident that the company will be there years down the line when you may need them the most.

2. Where is their Corporate Headquarters located?

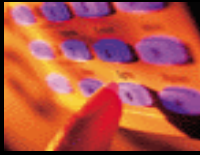
This question serves two purposes.

First, you need make sure they actually have a professional facility to conduct business. You are letting a person into your home to assess your security needs. Anybody can put their name on a business card; you need to make sure they are legitimate.

Second, before you sign with a company, you should view their facility. You trust them with the security of your home, family and business. It is important to see how they run their business. If they are located out of state it is very difficult to do this.

3. Will the company retain your contract?

There are many companies in the industry that have "dealer" programs. What this means is you will call ABC Security Company to design and install your security system. They will send people to your house to design and install your system. You think they are ABC Security Company employees but they are really a sub-contracted "dealer" who installs the systems and sells your contract to ABC Security Company. Once they are finished with the install, and sell your contract, you may never see them again. They also may sell you inferior security to increase their profit margins because they intend to sell your contract to ABC Security Company.



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4. How long is the contractual agreement?

There should be only two reasons why you would want to cancel service with your security company. The first reason is that you can no longer afford the system and the second reason is that the company is not providing you with proper service. In either case you should be able to get out of the contract and sign with a new security company the next day. This is why you DO NOT want to be locked into a long-term contract. This is your protection to make sure you ALWAYS receive an extremely high level of service...otherwise why would you stay?

5. Who is monitoring your alarm system?

Most people take for granted when they get a quote from a security company that is the company that will install, monitor and service their system. Unfortunately this is not always the case. You may have one company come out and sell you the system and they will turn around and outsource the monitoring. If the company who sold you the system is not doing the monitoring they are more than likely having it done by an outsourced monitoring station. It is important to know that outsourced monitoring stations also monitor hundreds of thousands of accounts for various other alarm companies nationwide. If you choose a security company that has their own monitoring facility, you will be able to receive a greater level of personalized service throughout the lifetime of your system.

6. Where is the monitoring facility located?

It is important to know the location of the monitoring facility. Is it local, in state or out of state? If the monitoring facility is local, they know the community, what is currently going on in the area and they have a working relationship with the local police and fire departments. With a local monitoring station you have the opportunity to tour their facility and see first hand the operators who are servicing your account.



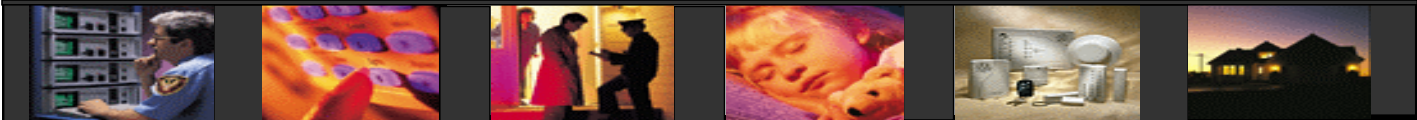
How to Choose the Right Security Company

7. Do they install industry standard equipment?

There are companies that install what the industry refers to as “Proprietary Equipment”. Proprietary Equipment is equipment that only they can install, monitor and service. NO OTHER company can ever come in and service the system. This locks you into their service for the LIFETIME of the system. If you are unhappy with the company and want to change, you would have to virtually purchase a whole new system.

8. What do they require as pre-employment screening?

Every employee of a security company in California must be finger printed by the state. Finger printing only shows if they were convicted of a crime. It does not show what they have done and NOT been convicted of. That is why it is extremely important for the security company to pre-employment polygraph and drug test their employees before allowing them to enter your home.



How to Choose the Right Security Company

Criteria	Grade		
	A Rated Company	B Rated Company	C Rated Company
1) How many years has the company been in business?			
Over 20	A		
5 to 20		B	
Under 5			C
Company:			
Company:			
Company:			
Company:			
2) Where is their Corporate Headquarters located?			
Local	A		
In State		B	
Out of State			C
Company:			
Company:			
Company:			
Company:			
3) Will the company retain your contract?			
The installing company (company from whom you bought the system) retains your contract for the life of the system.	A		
The installing company outsources portions of your contract to other companies. (another company may be outsourced to do the servicing on your system).		B	
The installing company sells the entire contract to another company.			C
Company:			
Company:			
Company:			
Company:			
4) How long is the contractual agreement?			
The company offers a month to month commitment on the contract.	A		
The company requires a 1 to 3 year commitment on the contract.		B	
The company requires a commitment of 3 years or more on the contract.			C
Company:			
Company:			
Company:			
Company:			

Criteria	Grade		
	A Rated Company	B Rated Company	C Rated Company
5) Who is monitoring your alarm system?			
The monitoring facility is owned and operated by the company you bought the system from. The installation company is the monitoring company.	A		
The installation company outsources the monitoring to another company. The installation company is not the monitoring company.		B	
The installation company sells the entire contract to another company. You no longer have any tie to the company you thought you bought the system from.			C
Company:			
Company:			
Company:			
Company:			
6) Where is the monitoring facility located?			
The monitoring facility is local and available for tours.	A		
The monitoring facility is located in-state.		B	
The monitoring facility is located out of state.			C
Company:			
Company:			
Company:			
Company:			
7) Do they install industry standard equipment?			
The company installs industry standard equipment.	A		
The company installs proprietary equipment. Proprietary equipment is equipment only that company can monitor and repair. You can not ever change companies as other companies can not takeover the system.			C
Company:			
Company:			
Company:			
Company:			
8) What do they require as pre-employment screening?			
The company polygraphs and drug tests all employees.	A		
The company only polygraphs all employees.		B	
The company only drug tests all employees.		B	
The company does not drug test or polygraph all employees.			C
Company:			
Company:			
Company:			
Company:			

Criteria	Grade		
	A Rated Company	B Rated Company	C Rated Company
9) Is the lifetime service and maintenance agreement in writing?			
The lifetime service and maintenance agreement is in writing?	A		
The lifetime service and maintenance agreement is verbally promised.			C
Company:			
Company:			
Company:			
Company:			
10) If you have a complaint who do you talk to?			
Owner or Top Executive of the Company.	A		
A Manager or Supervisor.		B	
Operator who transfers you to voice mail.			C
Company:			
Company:			
Company:			
Company:			
11) Who is installing your system?			
The company uses their own installation crews.	A		
The company uses sub-contracted installers.		B	C
Company:			
Company:			
Company:			
Company:			
12) Who is selling you the system?			
Salesmen are employees of the company.	A	B	
Salesmen are dealers that sell your contract to a 3rd party. Otherwise known as a "dealer" program.			C
Company:			
Company:			
Company:			
Company:			

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