

February 6, 2008

To Whom It May Concern:

After using ADT for seven years in my first home with no problems, I moved to an older home with old security equipment. Unfortunately, when I arranged for a new agreement, I did not read the fine print on the paperwork. I learned the hard way that my understanding of the sales rep's assurances was incorrect. I spent three years in a contract with ADT with alarm equipment that did not work properly. I tried to resolve this with numerous phone calls and letters, but was unable to come to a workable resolution. When my contract ran out, I was ready for a new security company.

I found Intrepid Security online. They are located in Benbrook, which is near my home. It is a family operation. From what I can tell so far, there is a hands-on approach to customer service, which I appreciate greatly. I was able to get new equipment with no up-front money out of pocket, as part of the standard installation package. Consequently, I made several upgrades to the system at reasonable prices. The equipment installation went smoothly. The monthly monitoring fee is less expensive than I paid previously.

Although I am a new customer, I can tell that the customer service with Intrepid is far above what I have received in the past.

Sincerely,
Jason DeMott
Fort Worth, Texas