



NORTHWEST REGIONAL COUNCIL

February 27, 2009

Summer Felker, CSR
Sonitrol Pacific Everett
2221 California Street
Everett, WA 98201

Dear Summer,

I wanted to let you know how pleased we are with the Sonitrol security system that was installed in 2008. Once we all got past our initial jitters with having to arm and disarm the system, it has operated very smoothly.

Your assistance during the initial install and training was very helpful, and we're pleased that you continue to stay in touch. The folks in the data control center are great. They're very responsive with updates to our user list and helpful when we have questions. We had a brief period of issues with our fire alarm system (not a Sonitrol system) and your team was calling me at the same time as the other alarm company. It was very reassuring to know that you really do monitor what happens when the system is armed!

Our experience with Sonitrol has been a positive one and we would definitely recommend you to others!

Sincerely,

Pat Atkinson
Deputy Director

C: Robin Ford, Business Manager
Region 3, Home & Community Services, DSHS

An Association of County Governments

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