



# **RICKETTS and ASSOCIATES, INC.**

13177 W. Persimmon Ln., Ste. 100 • Boise, Idaho 83713

Phone (208) 322-5525 • Fax (208) 377-0203



December 09, 2009

Dear Sir or Madam:

This letter is to let you know how pleased we are with Bill Lewis and Sonitrol Pacific. Since purchasing the system, Bill has kept in contact with us to make sure we are happy and everything is functioning as we wish. Bill has always shown nothing but respect and professionalism while dealing with us and he always has a smile. This type of service and commitment is rare these days and we really appreciate everything he and his staff do for us. We feel very safe and secure knowing Bill and Sonitrol Pacific is handling our security. We have had prior security systems pre-installed in our building and they were very unreliable. We had several false alarms go off to the point the police would charge us to come to our office. We also got used to false alarms and ignored them. Eventually we turned off the service all together. Since signing up with Sonitrol Pacific 2 years ago, we have had no false alarms. This is very reassuring knowing when the alarm is set, it will only go off because someone is trying to break in rather than a birthday balloon or something else.

If you have any questions, please do not hesitate to call.

Sincerely,

  
Jeff Morris  
Manager

**I N S U R A N C E   S E R V I C E S**