



www.CriticomInternational.com

November 10, 2006

RE: **Internet Open-Close Reports**

mailing:
P.O. Box 53
Allenwood, NJ 08720

physical:
2210 Landmark Place
Manasquan, NJ 08736

800.367.6811
732.528.4000
732.528.3903 fax

Dear Valued Customer,

In an effort to better serve you and your subscribers, Criticom is continually reviewing its current protocols and practices for improvement opportunities that lead to more efficient and effective service to our service-base. Analyzing the current reporting and communication methods available to you has been part of that initiative. As a result of the analysis, and the fact that there are far more efficient and technologically enhanced methods of delivering communications and reporting to you on a daily basis, we are pleased to offer you multiple options for receiving reports and communications from Criticom.

The following options outlined below are now available to you and your subscribers for retrieving and viewing open-close reports **FREE OF CHARGE:**

- MASWeb (www.critilink.com) – You, the Alarm Dealer, may view and print open-close reports from your own office, home, or any Internet location. (Please contact your local Dealer Care Center today for access, by dialing 1-800-883-2368).
- mymonitoringstation.com – The End User (Subscriber) may view and retrieve open-close reports from their home, office, or any Internet location. By using their account number and password, the Subscriber now has access to this information “on-demand” (without any intervention from the Dealer).

In light of the more efficient Internet resources now available to you and your subscribers, effective December 15, 2006, Criticom will cease the mailing of open-close reports to its customers. Although exciting, we appreciate that change in any environment can be challenging in the beginning and we welcome you to contact your local Dealer Care Center at 1-800-883-2368 with any questions or concerns.

If you would like to continue direct mail service of open-close reports, Criticom would be happy to outsource this service for you, for a charge of \$5.00 per report per subscriber. All reports would be mailed directly to each subscriber on the frequency cycle currently designated in our system.

We thank you for the opportunity to serve you and look forward to working together in the future.

Sincerely,

Kerri Baptist
Vice President Customer Service