



November 20, 2008

Dear Ms. Dujanovic,

First and foremost, I would like to emphasize Icon Security's commitment to providing the utmost satisfaction to our customers and striving to maintain the highest level of integrity. Each complaint of misrepresentation is thoroughly investigated. Any instance where wrong doing is confirmed, results in fines and suspension/termination of the offending representatives, as well as appropriate reparations to the customer. We are pleased that of the nearly 40,000 customers' homes and families we have assisted in protecting, only a very small percentage have had complaints of this nature.

In addition to granting a three day right to recession, Icon takes the following measure to ensure our customers are fully aware of the terms of their agreement:

- A recorded phone call takes place at the time the account is being created between our corporate office and the customer. We verify they understand the terms of the agreement – specifically mentioned; “Do you understand that Icon Security is not affiliated or acquiring your previous or current monitoring company and that you are responsible for canceling your current monthly monitoring?” This question must be distinctly answered yes to create the account.
- On the front page of the agreement the customer must circle “yes” and sign beneath the questions; “I understand that I am signing a new agreement with Icon Security and that Icon Security is not affiliated or acquiring your previous or current monitoring company,” and, “I understand that Icon Security, or any representative of Icon Security, cannot be responsible for canceling services with my current security company (if applicable).” It is then verified in a separate recorded phone call between our corporate office and the customer at the time of install that the customer answered yes to these questions.

In late 2007, Monitronics initiated legal proceedings against Icon, along with a number of other industry competitors. Icon addressed their complaints and was able to negotiate a compromise that would aid both companies in preventing and addressing wrongful account takeovers. This included more detailed training for sales representatives, and more severe consequences for anyone engaging in or promoting dishonest practices. Both companies work very closely together and have a high-quality working relationship now as a result.

In regards to Ms. Hicks, in June of this year Icon's investigation department worked directly with Monitronics and determined there was misrepresentation. Ms. Hicks was reprogrammed to Monitronics servicing and was refunded all monies collected to that point. Subsequently, the representative was disciplined accordingly and no longer works for Icon Security. Mr. Brooks' and Mr. Bishop's situations are currently still under investigation.

As previously stated, the vast majority of our customers are extremely satisfied with their service and the security we provide to them and their families. In continued efforts, we encourage any customers with any issues or questions to contact Customer Service during business hours at 1-800-665-7574, option 2.

Thank you,

A handwritten signature in black ink, appearing to read 'Matthew Gifford', is written over a printed name.

Matthew Gifford
Customer Service Manager
Icon Security