



## Better Business Bureau comparisons below as of February 2011

Research for yourself to find a company to entrust your home and personal safety with:

BBB Reliability Report for

### LifeLine Security and Automation, Inc.



A BBB Accredited business since 02/19/2009.

#### Customer Complaint History for LifeLine Security and Automation, Inc.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 4 complaints about LifeLine Security and Automation, Inc. in the last 36 months, our standard reporting period. Of the total of 4 complaints closed in 36 months, 1 was closed in the last year.

These complaints concerned :

- 1 regarding Billing or Collection Issues
  - 1 - None of the Above - Credit, Billing or Collection Complaint Issue
- 1 regarding Contract Issues
  - 1 - None of the Above - Contract Complaint Issue
- 2 regarding Sales Practice Issues
  - 2 - Sales presentation used high pressure methods

These complaints were closed as:

- 4 Resolved
  - 3 - Company resolved the complaint issues. The consumer acknowledged acceptance to BBB.
  - 1 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

BBB Reliability Report for

### ADT Security Services, Inc. Headquarters

#### No BBB Accreditation

#### Customer Complaint History

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 2734 complaints about this company in the last 36 months, our standard reporting period. Of the total of 2734 complaints closed in 36 months, 1045 were closed in the last year.

These complaints concerned :

- + 100 regarding Advertising Issues
- + 665 regarding Billing or Collection Issues
- + 473 regarding Contract Issues
- + 55 regarding Customer Service Issues
- + 5 regarding Delivery Issues
- + 16 regarding Guarantee or Warranty Issues
- + 83 regarding Product Issues
- + 163 regarding Refund or Exchange Issues
- + 79 regarding Repair Issues
- + 892 regarding Sales Practice Issues
- + 203 regarding Service Issues

These complaints were closed as:

- + 2143 Resolved
- + 591 Administratively Closed

BBB Reliability Report for

## Pinnacle Security, LLC Headquarters

**No** BBB Accreditation

### Customer Complaint History for Pinnacle Security, LLC

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 1235 complaints about Pinnacle Security, LLC in the last 36 months, our standard reporting period. Of the total of 1235 complaints closed in 36 months, 363 were closed in the last year.

These complaints concerned :

- + 17 regarding [Advertising Issues](#)
- + 204 regarding [Billing or Collection Issues](#)
- + 338 regarding [Contract Issues](#)
- + 103 regarding [Customer Service Issues](#)
- + 2 regarding [Delivery Issues](#)
- + 3 regarding [Guarantee or Warranty Issues](#)
- + 49 regarding [Product Issues](#)
- + 71 regarding [Refund or Exchange Issues](#)
- + 28 regarding [Repair Issues](#)
- + 326 regarding [Sales Practice Issues](#)
- + 94 regarding [Service Issues](#)

These complaints were closed as:

- + 1219 [Resolved](#)
- + 16 [Administratively Closed](#)

BBB Reliability Report for

## APX Alarm Security Solutions, Inc. *aka* Vivint, Inc.

Provo, UT. Headquarters

**No** BBB Accreditation

### Customer Complaint History for Vivint, Inc.

If you have a complaint with the company or would like to have a technician sent out to your home, please contact Nathan Wilcox at [nwilcox@apxalarm.com](mailto:nwilcox@apxalarm.com) prior to filing a BBB complaint.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 1456 complaints about Vivint, Inc. in the last 36 months, our standard reporting period. Of the total of 1456 complaints closed in 36 months, 309 were closed in the last year.

These complaints concerned :

- + 3 regarding Issue Not Defined
- + 9 regarding [Advertising Issues](#)
- + 232 regarding [Billing or Collection Issues](#)
- + 463 regarding [Contract Issues](#)
- + 75 regarding [Customer Service Issues](#)
- + 3 regarding [Delivery Issues](#)
- + 6 regarding [Guarantee or Warranty Issues](#)
- + 49 regarding [Product Issues](#)
- + 76 regarding [Refund or Exchange Issues](#)
- + 16 regarding [Repair Issues](#)
- + 434 regarding [Sales Practice Issues](#)
- + 90 regarding [Service Issues](#)

These complaints were closed as:

- + 1433 [Resolved](#)
- + 23 [Administratively Closed](#)



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Monitored Security Systems

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BBB Reliability Report for

## General Electric Home Security

### Customer Complaint History for General Electric Home Security

BBB processed a total of 0 complaints about General Electric Home Security in the last 36 months, our standard reporting period.

## BBB Business Review Reliability Report for Alarm.com Inc

A BBB Accredited business since 1/5/2005



### Customer Complaint History

When considering complaint information, please take into account the business's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 2 complaint(s) about this business in the last 36 months, our standard reporting period. Of the total 2 complaint(s) closed in the last 36 months, 1 was closed in the last 12 months.

These complaints concerned:

- 1 regarding [Advertising Issues](#)
- 1 regarding [Product Issues](#)

These complaints were closed as:

- 2 [Resolved](#)

BBB Reliability Report for

## Monitronics International Inc

### Customer Complaint History for Monitronics International Inc

BBB Serving San Francisco, Oakland, San Mateo, and Northern Coastal California no longer processes complaints against this company. Any complaints are directed to BBB serving Dallas, TX for processing.

Prior to April 19, 2010 this company's complaints were handled locally. The following data represents complaints processed by this BBB prior to April 19, 2010.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 5 complaints about Monitronics International Inc in the last 36 months, our standard reporting period. Of the total of 5 complaints closed in 36 months, 1 was closed in the last year.

These complaints concerned :

- + 1 regarding [Contract Issues](#)
- + 2 regarding [Customer Service Issues](#)
- + 2 regarding [Service Issues](#)

These complaints were closed as:

- + 4 [No Response](#)
- + 1 [Resolved](#)



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