

ADT Security Services, Inc.
2588 Fire Mesa Avenue, Ste. 140
Las Vegas, NV 89128-9622

tyco Fire &
Security



January 10, 2008

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KURTZMAN, FRED

1206 PEACH BLUFF COURT
HENDERSON, NV 89015

IMPORTANT INFORMATION ABOUT YOUR FIRE ALARM SERVICE

Dear Valued ADT Customer:

The Henderson City Council recently passed an ordinance amending the City of Henderson Fire Code to prohibit alarm companies from directly notifying the Fire Department on fire alarms from residential fire alarm systems without there first being eyewitness verification that a fire actually exists. The prohibition against direct alarm company notification to the Fire Department also applies to fire alarm generated by using the keypad "fire" button and commercial fire alarm systems unless the property is also protected by a water-flow system or the fire event is visually verified by an eyewitness. The ordinance, which became effective October 1, 2007, does not affect Police response to alarm systems. If your fire system includes a sprinkler water flow system, the fire department will respond as usual.

If your alarm system is not in the jurisdiction of the Henderson Fire Department, please disregard this letter.

Please take notice that, as of October 1, 2007, ADT is prohibited from asking the Henderson Fire Department to respond to a fire alarm until there is visual verification of a fire.

While ADT and the alarm industry strongly feel the new ordinance disregards vital life/safety concerns and is not the best method for addressing the issue of false fire alarms, ADT is nevertheless well-positioned to begin adhering to the new fire code requirements. Upon receipt of a fire alarm from a customer's premises ADT's revised alarm notification procedures are to:

1. Attempt to contact the customer's premises by telephone to verify whether an alarm event is real.
2. In the event ADT is unable to contact someone at the customer's premises, a verification call attempt is made to the designated people on the customer's emergency call list to verify the alarm event.
3. If the customer or someone on the emergency call list verifies that they see evidence of a fire, ADT notifies the fire department.

Please verify that ADT has a current contact list for your account(s) by calling 800-238-2727. Residential customers may access www.myadt.com to update their contact list on-line.

Additional information about the City of Henderson, Nevada fire alarm ordinance #2649 can be obtained by contacting the Henderson Police/Fire Department at 702-267-5000, option 1.

We understand you may have questions about this change and we are here to respond to your concerns. Please call us at 702-933-3220 if you wish to speak to an ADT Customer Service professional. Most importantly, we value you as a customer and will work in partnership with you to ensure this change in fire response does not change the quality of the security services you have come to expect from ADT.

Sincerely,

ADT Security Services, Inc.

License Information: AL 234-458-506-233; AK 256239, 411 W. 4th Ave., Ste. 100, Anchorage 99501; AR E0035; AZ ROC109356-C12; ROC109402-L67; CA ACO4227; PPO12949; 707-408; DC 6112-39703010; FL FP0000950, 0949, 1194, 1121, 0142, 1423-0090-0478; GA LA004432-205317, 205123, 204776, 002833, 204955; UG001160-004251, 00379; LVA205374; IL 127-000364; MA 1522-C; MI 51-03116, -182 Pae North Dr., Ste. D, Flint 48901; MN TSO021; MU 6327-C5, 306 W. Railroad St., ICR, Missoula 59434; NJ 700151; NV 0040991; NY 12000025576, Licensed by NYS Dept. of State; OH 50-18-1052; SC 57-1034; 57-80-1329; 33-31-1582; 50-50-1019; 50-48-1032; 50-25-1050; 50-76-1025; 19252; OK 00657; OR 57944; RI AJC0126, 333 South St., Providence, 02903; 18004; TN ACC-2.6-24, -255, 773, 254, 173, 937, 511, 954, 748; TX B00256, 140 Heinz Rd., Suite 100, San Antonio, TX 78232; VA 11-1878, 1879, 3247, 3635, 3863; WA E006 ADTSES103205; WV 014142.