

Vantage Alarm & Security Technologies – 2nd QTR SURVEY RESULTS MATRIX – ALL REGIONS

(Number of respondents)	GULF COAST (94)	MID-ATLANTIC (95)	NORTHEAST (94)	SOUTH (94)
Enough contact w/account rep.?	52% - Yes	71% - Yes	65% - Yes	52% - Yes
Account rep. servicing needs?	79% - Yes	68% - Yes	71% - Yes	70% - Yes
Top 2 reasons why needs were not met.	<ul style="list-style-type: none"> • Infrequent contact • Billing issues/Untimely return of calls 	<ul style="list-style-type: none"> • Billing issues/Infrequent contact • Untimely return of calls 	<ul style="list-style-type: none"> • Infrequent contact/ Billing issues • Untimely return of calls 	<ul style="list-style-type: none"> • Infrequent contact • Untimely return of calls
Technical issues resolved satisfactorily?	50% - Yes	36% - Yes	43% - Yes	36% - Yes
Top 2 reasons for dissatisfaction w/resolution.	<ul style="list-style-type: none"> • Activation difficult • Slow resolution 	<ul style="list-style-type: none"> • Slow resolution • Inadeq. access tech supp. 	<ul style="list-style-type: none"> • Slow resolution • Inadeq. access tech supp. 	<ul style="list-style-type: none"> • Slow resolution • Activation difficult
RECOMMEND VANTAGE?	93% - Yes	80% - Yes	79% - Yes	80% - Yes
Recommend Strongly	52% - Yes	49% - Yes	46% - Yes	41% - Yes
Recommend Moderately	38% - Yes	37% - Yes	41% - Yes	40% - Yes
Recommend w/Reservations	10% - Yes	14% - Yes	14% - Yes	19% - Yes
NOT SURE	2%	6%	9%	3%
WOULD NOT RECOMMEND	5%	14%	13%	17%
Top 2 reasons would not recommend.	<ul style="list-style-type: none"> • Lack of confidence in Vantage • Poor customer service/ Billing Issues • Technical issues 	<ul style="list-style-type: none"> • Technical Issues • Lack of confidence in Vantage 	<ul style="list-style-type: none"> • Poor customer service • Lack of confidence in Vantage 	<ul style="list-style-type: none"> • Poor customer service • Technical issues
WOULD MAKE SAME DECISION TO USE VANTAGE AGAIN?	89%	76%	76%	72%
# of customers requesting contact	0	2	1	0