



Customer Account Number Bill Period Bill Date  
Mark Molnar 737253686 Mar 27- Apr 26 Apr 30, 2010

A1 of 8

## Call details

(404) 313-2754

### Voice Call Details

	Date	Time	Phone Number	Call Destination	Rate Type	Minutes Used	Total Charges
1	03/27	01:24 PM	VoiceMail	ATLANTA,GA	NW/PU	1:00	
2	03/27	01:25 PM	559-917-3146	FRESNO,CA	NW/PU	1:00	
3	03/27	01:41 PM	866-234-2942	Toll Free Call	NW/PU	1:00	
4	03/27	02:07 PM	561-697-9997	W PALM BCH,FL	NW/PU	5:00	
5	03/27	02:54 PM	559-917-3146	Incoming	NW/PU	3:00	
6	03/27	03:29 PM	770-871-5913	Incoming	NW/PU	2:00	
7	03/27	04:04 PM	770-435-1435	Incoming	NW/PU	2:00	
8	03/27	05:16 PM	919-796-5210	Incoming	NW/PU	1:00	
9	03/28	11:32 AM	678-297-4038	ATLANTA NE,GA	NW/PU	1:00	
10	03/28	11:49 AM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
11	03/28	12:17 PM	678-595-1883	Incoming	MM/PU	1:00	
12	03/28	01:34 PM	919-754-7344	Incoming	MM/PU	7:00	
13	03/28	04:13 PM	678-595-1883	Incoming	MM/PU	1:00	
14	03/28	04:20 PM	678-595-1883	ATLANTA,GA	MM/PU	1:00	
15	03/29	10:44 AM	504-234-4380	Incoming	PU	2:00	
16	03/30	01:23 PM	770-497-0000	ATLANTA NE,GA	PU	2:00	
17	03/30	01:32 PM	678-987-1921	Incoming	PU	5:00	
18	03/30	02:17 PM	404-840-8466	Incoming	MM/PU	2:00	
19	03/30	05:35 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
20	03/30	05:37 PM	678-595-1883	Incoming	MM/PU	1:00	
21	03/30	08:54 PM	918-585-1277	TULSA,OK	NW/PU	4:00	
22	03/31	10:48 AM	817-786-1092	Incoming	PU	1:00	
23	03/31	05:45 PM	678-595-1883	Incoming	MM/PU	4:00	
24	04/01	08:36 AM	678-358-4155	ATLANTA,GA	MM/PU	5:00	
25	04/05	12:20 PM	678-595-1883	Incoming	MM/PU	2:00	
26	04/05	04:58 PM	VoiceMail	ATLANTA,GA	PU	2:00	
27	04/06	05:10 PM	678-987-1922	Incoming	PU	3:00	
28	04/06	05:51 PM	504-234-4380	NEWORLEANS,LA	PU	1:00	
29	04/06	05:52 PM	678-297-4038	ATLANTA NE,GA	PU	2:00	
30	04/06	06:39 PM	504-234-4380	Incoming	PU	4:00	
31	04/06	06:43 PM	504-234-4380	NEWORLEANS,LA	PU	1:00	
32	04/06	06:45 PM	504-234-4380	NEWORLEANS,LA	PU	4:00	
33	04/07	08:29 AM	VoiceMail	ATLANTA,GA	PU	1:00	
34	04/07	09:23 AM	678-595-1883	Incoming	MM/PU	1:00	
35	04/07	11:48 AM	817-786-1092	Incoming	PU	1:00	
36	04/07	01:16 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
37	04/07	06:12 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
38	04/07	07:51 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
39	04/07	07:53 PM	678-595-1883	Incoming	MM/PU	2:00	
40	04/07	11:52 PM	678-595-1883	ATLANTA,GA	MM/PU	10:00	
41	04/08	08:20 AM	678-595-1883	Incoming	MM/PU	3:00	
42	04/08	01:35 PM	VoiceMail	ATLANTA,GA	PU	1:00	
43	04/08	05:49 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00	
44	04/08	08:33 PM	678-595-1883	Incoming	MM/PU	3:00	
45	04/09	08:30 AM	VoiceMail	ATLANTA,GA	PU	2:00	

← FIRST CONTACT W/  
SECURITY NETWORKS, LLC  
IN REGARDS TO CANCELLING  
SERVICE FOR A VACANT  
HOUSE. CSR STATED  
THAT SERVICE WAS CANCELLED  
AND NOTHING FURTHER  
WAS REQUIRED.

NW - Night and Weekends    PU - Plan/Promotional Usage    MM - Sprint Mobile to Mobile



May 8, 2010

RE: REQUEST TO CANCEL SERVICE

Dear Carl Gibson:

This letter is in response to your more recent request received in our office to terminate your service. We realize how hectic life can be on a daily basis and how easily it is to forget to follow up on concerns addressed to our company. However, since your request we have made numerous attempts to contact you via telephone with no success.

Your concerns are important to us and we would like to address them with you. Before ceasing all attempts to contact you in respect to the initial concerns you addressed to our office, we are sending this letter. This letter serves as our *final attempt* to contact you.

It would be appreciated if we heard from you soon. Your concerns and thoughts about the service you are receiving are of extreme importance to us. Please note that if we do not hear from you, we have no other choice but to conclude that the initial request you placed with our office has been addressed and you are extremely satisfied with the service you are receiving from Security Networks.

Our customers and their safety are our number one priority and all necessary actions are pursued to exceed your expectations and gain your complete satisfaction in the service provided. Security Networks apologizes for any delays caused on our part to discuss your account with you. We also would like you to know that we exert all reasonable efforts to resolve consumer concerns in an amicable and efficient manner.

Should you have any other questions, please feel free to contact me toll free at 1 (877) 252-7622.

Sincerely,

Tivon Walker  
Consumer Relations Representative  
Ext. 395



Customer Account Number Bill Period Bill Date  
 Mark Molnar 737253686 Apr 27-May 26 May 30, 2010

A4 016

Call details

(404) 313-2754 (Continued)

Voice Call Details

Date	Time	Phone Number	Call Destination	Rate Type	Minutes Used	Total Charges
135	05/20	06:26 PM	678-595-1883	Incoming	MM/PU	3:00
136	05/20	06:46 PM	678-595-1883	Incoming	MM/PU	1:00
137	05/20	08:31 PM	877-252-7622	Toll Free Call	NW/PU	1:00
138	05/21	01:00 PM	678-987-1922	ATLANTA NE,GA	PU	4:00
139	05/21	01:04 PM	877-252-7622	Toll Free Call	PU	15:00
140	05/21	01:27 PM	561-982-4700	BOCA RATON,FL	PU	7:00
141	05/21	01:34 PM	VoiceMail	ATLANTA,GA	PU	1:00
142	05/21	01:35 PM	678-987-1922	ATLANTA NE,GA	PU	3:00
143	05/21	01:37 PM	678-595-1883	Incoming	MM/PU	2:00
144	05/21	01:43 PM	678-595-1883	Incoming	MM/PU	2:00
145	05/21	02:36 PM	918-877-6000	TULSA,OK	PU	2:00
146	05/21	04:02 PM	918-877-6000	Incoming	PU	2:00
147	05/21	04:04 PM	918-877-6000	TULSA,OK	PU	2:00
148	05/21	08:41 PM	918-449-3100	BROKENARRW,OK	NW/PU	1:00
149	05/21	10:20 PM	918-439-6682	TULSA,OK	NW/PU	1:00
150	05/23	11:10 PM	VoiceMail	ATLANTA,GA	NW/PU	3:00
151	05/24	08:09 AM	918-748-7890	TULSA,OK	PU	9:00
152	05/24	08:19 AM	918-877-6000	TULSA,OK	PU	2:00
153	05/24	08:21 AM	918-748-7890	TULSA,OK	PU	2:00
154	05/24	08:24 AM	918-748-7890	TULSA,OK	PU	3:00
155	05/24	08:35 AM	918-748-7890	TULSA,OK	PU	5:00
156	05/24	10:42 AM	918-877-6000	TULSA,OK	PU	2:00
157	05/24	01:06 PM	678-595-1883	Incoming	MM/PU	2:00
158	05/24	01:08 PM	866-275-7387	Toll Free Call	PU	4:00
159	05/24	01:13 PM	678-595-1883	ATLANTA,GA	MM/PU	2:00
160	05/24	02:15 PM	919-556-0633	Incoming	PU	1:00
161	05/24	04:08 PM	678-987-1922	Incoming	PU	2:00
162	05/25	07:47 AM	919-809-7408	RALEIGH,NC	PU	12:00
163	05/25	11:30 AM	678-987-1922	ATLANTA NE,GA	PU	1:00
164	05/25	11:32 AM	770-497-1880	ATLANTA NE,GA	PU	1:00
165	05/25	11:50 AM	770-497-1880	ATLANTA NE,GA	PU	2:00
166	05/25	11:53 AM	678-595-1883	Incoming	MM/PU	1:00
167	05/25	12:11 PM	918-877-6000	TULSA,OK	PU	1:00
168	05/25	12:50 PM	678-595-1883	Incoming	MM/PU	1:00
169	05/25	08:33 PM	919-556-0633	WAKEFOREST,NC	NW/PU	1:00
170	05/25	08:42 PM	919-556-0633	Incoming	NW/PU	6:00
171	05/26	11:30 AM	918-812-3774	TULSA,OK	PU	3:00
172	05/26	11:56 AM	678-595-1883	Incoming	MM/PU	1:00
173	05/26	01:58 PM	404-886-6889	ATLANTA,GA	PU	2:00
174	05/26	02:10 PM	770-435-1435	ATLANTA NW,GA	PU	3:00
175	05/26	03:14 PM	404-886-6889	Incoming	PU	2:00
176	05/26	03:16 PM	404-886-6889	ATLANTA,GA	PU	1:00

← SECOND PHONE CALL WITH SNLLC. NOTIFIED OF JUNE RENEWAL OF CONTRACT. VERBALLY NOTIFIED CSR OF INTENT TO CANCEL SERVICES AND WAS NOTIFIED OF NEED OF A FORMAL WRITTEN CANCELLATION. CSR GAVE 30 DAY NOTICE TO RECEIVE LETTER OF CANCELLATION WITH EXPLANATION OF TERMINATION.



**CARL GIBSON**

450 West 7th Street  
Tulsa, OK 74119

T 404.313.2754  
rkitecsure@hotmail.com

May 29, 2010

Security Networks  
3223 Commerce Place, Suite 101  
West Palm Beach, FL 33407

To whom it may concern,

In the month of April I began attempting to cancel my service with Security Networks for alarm monitoring. I spoke with a gentleman on the phone and at the end of the phone call I was under the impression that my service had been cancelled and no more was required.

As proof of an initialization of the cancellation process, I received a letter with the subject **RE: REQUEST TO CANCEL SERVICE** from Tivon Walker, dated May 8 shortly followed by another letter indicating that payment for May's service had not been received. The letter from Tivon is **EXTREMELY** concerning to me as it indicated that my service had not in fact been cancelled and that Security Networks is still attempting to collect money for a service that I discontinued a month ago. Not only is Security Networks continuing to bill me for service, but they are "concluding that the initial request [you] placed... has been addressed" and yet here I am still trying to cancel my service.

When I spoke with the initial representative regarding canceling service, the call was concluded with a brief survey stating that I was extremely happy with Security Network's service and response, and would probably order service again when we are in a place to do so. This may be changing now. I should not be having to explain myself to more than one person as to why I am canceling my services with Security Networks. Since however that seems to be the way Security Networks does business (which disinclines me to ever return) let me explain again:

**I made it very clear that the reason for cancellation was relocation for work. Our new living accommodations are in a facility where we are not allowed to have additional security measures and thus could not move our service with Security Networks with us.**

On May 21, I had a phone call with a gentleman named Tyler regarding the cancellation of my account. He made me aware (as I was not previously) that my account was a 12 month contract which ends in June and was scheduled to self renew at the end of May. If this were the case, I'm guessing the gentleman I spoke to on April 21st would not have so freely allowed me to cancel my service and would indeed have notified me of time remaining on a contract (verified by Tyler that this information would be available to that person). The only contract that I am aware of entering was the initial 36 month contract (which has expired) that began my service with Security Networks. Let me assure you that I have no intention of paying any bills beyond April 21st 2010, which as indicated by my bank records was already drafted on March 25, 2010.

Sincerely yours,

Carl Gibson