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May 21, 2018

To: ComTronix Security Customers
From: ComTronix Management
Re: Unsolicited Door to Door Security System Sales

Once again unsolicited door-to-door sales people from out of state security companies have been in the Casper, Sheridan and Riverton/Lander areas, as well as other Wyoming communities. Here are some points to be aware of:

- They may falsely state that ComTronix does not provide the services they are offering.
- Their sales force is typically college students that are recruited for a summer job.
- Their systems may be low cost but will require you to sign a non-cancellable contract for up to 60 months of monitoring at an inflated monthly fee.
- They may falsely claim that ComTronix is going out of business or that your equipment is inferior, not working or obsolete.
- These companies have been known to repeatedly misrepresent that there has been a crime in your neighborhood.
- These companies are usually from other states, and may even represent themselves as employees of ComTronix or that their company has a local office.

ComTronix strongly recommends AGAINST allowing an unsolicited stranger into your home or business and then further allowing them access to your security system or showing them the layout of your home or business. These individuals can be VERY pushy and many communities in Wyoming have non-solicitation laws that can be enforced by notifying authorities.

Listed below are a few questions you can ask the salesperson, if you are approached, or our staff can speak to them for you. We are prepared to help you if this situation should arise.

1. What state is the company based out of?
2. Is the company FULLY licensed to do business in the area and the State of Wyoming? (we have found some to be only partially licensed)
3. Where are their service techs based from and are they direct employees of that company or contract labor?
4. Have all installers and salespeople been through a thorough background check and drug screening?
5. Who is installing the system? (In most instances these companies use subcontractors such as college students for the summer.)
6. Who will service the system after it is installed? Are they licensed? What is the response time?
7. If claim to be employed by ComTronix, ask to see their ID badge.
8. How is this better for me?

These companies are hitting all areas hard with inexperienced people and we want our customers to be aware. Please contact ComTronix 24/7 for answers to any questions or concerns that may arise from these solicitations.

Sincerely,
Bruce R. Kopperud
President