

July 2, 2007

Karl A. Lawrenz
Consumer Protection Investigator
Bureau of Consumer Protection
2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911

RE: Consumer Complaint—Ms. Nicole Mueller

Dear Mr. Lawrenz:

My name is Bryan Keisel. I am the Associate General Counsel of Pinnacle Security, LLC. I will be handling any and all complaints from your office.

On or about June 25, 2007, we received a letter from your office regarding a complaint filed by Ms. Nicole Mueller. Working with our Customer Service Manager, Brian Carter, I am writing to notify you that we are working toward an amicable resolution of the dispute as filed by Ms. Mueller. In good faith we proposed a resolution to the dispute but as of date have never received a response from Ms. Mueller.

We appreciate your bringing this matter to our attention.

Sincerely,

Bryan Keisel
Associate General Counsel
Pinnacle Security, LLC
(801) 437-9058
bkeisel@pinsec.com

Sgt 13, 2007
1. # 675.0

2. Called

3. Out Chg BOC
4. help Egypt thru

**pinnacle**
SECURITY

September 5, 2007

Elizabeth A. Howard
Consumer Specialist
Bureau of Consumer Protection
10930 West Potter Road, Suite C
Milwaukee, WI 53226-3450

RE: File 485623; Ms. Constance Janikowski

Dear Ms. Howard:

My name is Bryan Keisel, I am Assistant Counsel to Pinnacle Security, LLC. On or about August 31, 2007, our office received a letter from you regarding a consumer complaint as filed by Ms. Constance Janikowski. The purpose of this letter is to inform you as to what is being done to come to an amicable resolution of the dispute.

First off, Ms. Janikowski claims that she is not getting what she paid for in her alarm system as installed by Pinnacle because Pinnacle does not have a private first responder service as required by a Milwaukee city ordinance. Such claim by Ms. Janikowski lacks foundation because Pinnacle's monitoring company SAI does indeed have a patrol that acts as a first responder service in the Milwaukee area. Therefore Ms. Janikowski's claim that she is not getting what she paid for is erroneous, as such a system is in place. (1)

Next, Ms. Janikowski claims that Pinnacle has been billing her incorrectly for the services provided to her. In reviewing Ms. Janikowski's account with Pinnacle it does appear that Ms. Janikowski should have been being billed on a quarterly basis. Pinnacle has changed Ms. Janikowski's billing cycle to reflect her desires. Ms. Janikowski is now being billed quarterly and will receive a bill when payment is due. Pinnacle does apologize for sending a letter out claiming that Ms. Janikowski's account was \$91.75 overdue without ever sending out a bill. No collection action has been taken with respect to the \$91.75, and no reports have been sent to any of the credit agencies. Nothing has been done to adversely effect Ms. Janikowski's credit score.

Finally, Ms. Janikowski claims that Pinnacle is not licensed to do business in Milwaukee. Once again, such claim is erroneous as Pinnacle has been licensed in Wisconsin and in the city of Milwaukee since October 2006. It appears as though many of the allegations brought against Pinnacle in this complaint lack foundation and Pinnacle should not be penalized because of them. Moreover, Pinnacle has corrected the billing issues and desires to continue to provide alarm monitoring service to Ms. Janikowski. While it is

10/23/2007

#. 122.97

1. Quaker Oats

2. Complex

3. left Egypt

the policy here at Pinnacle to resolve each consumer complaint to the benefit of each party involved, it appears in this situation that the dispute has been taken care of concerning the billing issue and Pinnacle now considers this matter closed.

I appreciate your help in this matter, and appreciate your having brought this matter to my attention.

Kindly,

Bryan Keisel
Assistant Counsel
Pinnacle Security, LLC
Direct (801) 437-9184
bkeisel@pinnsec.com

1. 43. 05