

Before you decide, compare

Questions to ask when selecting a security company

The Company	Broadview	Other
1. How long has the company been in business?	Since 1983	
2. Is this company's primary focus home security?	Yes	
3. Has the company been awarded a <i>Consumers Digest</i> Best Buy for their security system?	Yes	
4. Is the company Installation Quality (I.Q.) Certified for electronic security?	Yes	
5. Does the company operate its own Underwriters Laboratories-listed monitoring centers with emergency backup facilities?	Yes	
6. Is the company a full-service provider (install, service and monitor the security system)?	Yes	
The Employees	Broadview	Other
7. Are the company's employees licensed, drug tested and background checked?	Yes	
8. Do the technicians undergo weekly training?	Yes	
9. Do the technicians arrive in clearly marked company trucks and show ID?	Yes	
10. Does the security consultant give a live demo with a working model of the security system?	Yes	
The Security Equipment	Broadview	Other
11. Is the keypad easy to use – even for children?	Yes	
12. Does the keypad have one-button "Motion Off" and "Instant" arming?	Yes	
13. Does the company offer monitored smoke/heat or carbon monoxide detectors?	Yes	
14. Does the company use only dual-technology motion detectors?	Yes	
The Services	Broadview	Other
15. Is there a monthly extended service plan option?	Yes	
16. What is the estimated time for a service call?	24-48 hrs.	
17. Does the company have a customer move policy?	Yes	
18. Does the company offer 24-hour emergency repair service, if necessary?	Yes	
19. Does the company offer its customers an online website where they can manage their account?	Yes	



The next generation of
Brink's Home Security