

charles SCHWAB

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February 14, 2003

Mr. Brian W. Barber
Sonitrol Tri County
36528 Grand River, Ste A-2
Farmington Hills, Mi 48335

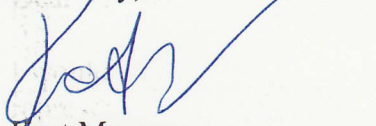
Dear Mr. Barber,

I would like to thank you for coming by and introducing yourself as the Sonitrol account representative for the Ann Arbor area last week. It was a pleasure meeting you.

As you know, Charles Schwab uses Sonitrol for many of its locations. The benefits of an international company that is locally owned and operated really stand out when it comes to the service Sonitrol provides us. The verified audio alarm in which Sonitrol specializes, is truly comforting when we go home, especially being in the highly confidential business we are in. Adding to that comfort is the fact that our system is serviced and monitored locally. These benefits are key to me and I am sure they had a lot to do with Charles Schwab's decision to have Sonitrol provide security for us nationally.

I would be happy to refer Sonitrol to other businesses and will keep you in mind for any future expansions to our current system. Thanks again.

Sincerely,



Kurt Meyers
Investment Center Manager
Vice-President
Charles Schwab & Co., Inc.
Ann Arbor, MI