

Top 10 Questions to Ask Other Security Companies

Question 1: Contract length: How long do you have to commit? Does the contract automatically renew if you don't opt out? What if you want to quit or change service providers? When can you quit? What does it cost to quit? Read the language carefully. Many customers get trapped.

InGrid's Answer	Their Answer
InGrid offers flexible month to month contract options – that means NO ANNUAL CONTRACT requirement! There is NO penalty for cancellation and you may cancel at any time.	

Question 2: Money Back Guarantee: Can you try the system out and send everything back if you don't like it for a full refund – no questions asked?

InGrid's Answer	Their Answer
InGrid offers the industry's only 30 day money back guarantee. We want your experience to be Risk Free and Worry Free. Give us a try. If you are not 100% satisfied, you can return your system without any hassle.	

Question 3: Whole house burglary protection: What would it cost to protect all the doors and windows on your first floor? Even if you don't want to do this today, find out what would it cost to upgrade your system at a later date.

InGrid's Answer	Their Answer
InGrid includes 8 sensors in our Home System. Additional sensors cost as little as \$20, making it very affordable to protect your entire home (like each of your children's bedroom windows). It's very easy to upgrade InGrid, so you can choose to protect everything now, or expand your system at a later date at your convenience without being weighed down by heavy a la carte fees or service charges.	

Question 4: Whole house fire protection: What does it cost to monitor your whole house for smoke, as recommended by the National Fire Protection Agency? Do you have to buy all new smoke detectors or can you re-use the ones you already have?

InGrid's Answer	Their Answer
If your smoke alarms are already wired together, your whole house can be protected for a minimal investment. InGrid offers a Siren Detector for under \$50 that listens to the siren sound from your existing smoke alarms. Starting from scratch? InGrid also offers Smoke Detectors for under \$100.	

Question 5: Communication loss: If you were not home and your phone line was cut by the burglar, how would you know? Ask for a written guarantee: with most security systems, no phone line means no communications to the monitoring center – and you'll never know.

InGrid's Answer	Their Answer
InGrid is constantly monitoring the health of your system and can send you a text message or email whenever your internet or phone line is not working. Our user-friendly web portal allows you to select the events you would like to know about. You will know within seconds if there is a problem.	

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Question 6: Redundancy: What does redundancy cost? When buying a security system, you want the system to be secure and hard to defeat. If the security company wants to mount just one control panel in the basement or coat closet, every burglar knows where to find it and disable it in less than 30 seconds.

InGrid's Answer	Their Answer
Every InGrid system is redundant. You can have 2, 3, or 8 Grid Controllers in a system, including one at a neighbor's home for increased protection. Each can be the "master" in the system if / when needed. All Grid Controllers communicate with the sensors and with each other to ensure there is no single point of vulnerability.	

Question 7: Remote control: Does the security system allow you to arm/disarm and check on system status from anywhere in the world via the web? Can you look at pictures of your home through your cell phone? If so, what does it cost? Do you have to pay extra up front and per month to connect your system to the internet? How does it work? Ask for a demonstration.

InGrid's Answer	Their Answer
Every system InGrid connects to the internet. This allows our customers to access their home security system from any mobile web device. Best of all, this is a standard feature and is already included in our standard monthly service.	

Question 8: Text messages and email alerts: Does the security system automatically send you messages? Can you easily set up the messages for any event you want? What does it cost? How fast does it work? Ask to see a demonstration.

InGrid's Answer	Their Answer
Want to know if your child is safely home from school? No problem. InGrid includes unlimited text message and email alerts with our standard monthly service. Our user-friendly web portal allows you to simply select the events you would like to know about. When the events occur, you will know within seconds.	

Question 9: Control around your home: What does it cost to put keypads in the high traffic areas of your home (i.e. kitchen, garage)? How far would you have to walk to press a panic button during an emergency? Can you add more keypads at a later date? What would it cost?

InGrid's Answer	Their Answer
InGrid's standard system provides 2 keypads – our console and our portable handset. Each device includes a panic button, so help is easy to reach. Since our handsets are portable keypads, you can take them with you in the backyard or set them on your nightstand. Adding another InGrid console or handset to your system is easy and only takes a minute. You can add up to 8 consoles or handsets to your system and place them wherever is most convenient for you.	

Question 10: Customer satisfaction: How satisfied are customers with their service center? A key measure of customer satisfaction is the cancellation rate. Security companies tend to average between 6% and 14%, with a higher number meaning more customers are unsatisfied with their service. As one example, ADT published a cancellation rate of 13.5% for 2007 in federal documents.

InGrid's Answer	Their Answer
InGrid is proud to say that at 6%, our monitoring center has one of the lowest cancellation rates in the industry. What can we say? We're never satisfied unless our customers are.	