

THORNTON OLIVER KELLER
COMMERCIAL REAL ESTATE
Experience Results.

June 8, 2009

Attention: Mr. Joe Dieber, Washington Trust

Over the past 7+ years our company has contracted with Alarmco, Inc. for equipment installation and monitoring services for security and fire life safety devices installed at buildings within our 4.5 million square feet managed portfolio.

With the recent improvements in technology and the advent of wireless components, Alarmco has been able to smoothly convert to this new equipment and we enjoy the cost benefits from doing so. Our property owners and tenants are seeing a reduction in operating expenses due to reducing the number of phone lines with wireless access. Alarmco introduced this technology to us and also made us an attractive installation offer to help facilitate these improvement at each property location.

With seven property managers reporting results on Alarmco's services, I am finding each property has been able to save on the average \$720 annually with a ROI of about 7-8 months. In one case, a shopping center is saved \$2075 the first year with expected \$2,827 annual savings once equipment is paid off.

The value Alarmco brings to our clients and property managers include the following:

- latest technology with terms that make sense to the bottom line
- local monitoring center, same time zone, familiarity with Boise area
- knowledge of processes and understands our business giving courtesy to middle-of-the-night calls for non-emergency troubles detected
- relationships with qualified technicians to supply and effectively install products
- billing personnel is easy and reasonable to work with
- Sales personnel deliver on promises and follows through

Corrine has been honest, sincere, and committed to serving our needs and delivering results to go along with her promises. We are pleased to provide this recommendation of Alarmco, Inc. without reservation for anyone looking for a leader in security and fire life safety equipment and monitoring.

Respectfully,



Pat Ott
Director of Property Management & Managing Member

Brokerage - Property Management

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