

May 13, 2021

To whom it may concern:

I just wanted to take a moment to recognize JB Kitts with Kitts Essential Services. My family and I recently moved into a new home and had the worst time simply trying to transfer our previous home security system to our new home. After one missed appointment and then one service rep showing up and refusing to do the work because it was "too late in the day," even though they were the ones who scheduled my appointment at that time, I knew it was time to find an alternative so I reached out to JB about Vivint! JB took the time to call Vivint with my husband so that they could get our initial appointment setup together. He also made sure to follow up with us after our install to ensure things went smoothly. We have been so impressed with the customer service from JB and from Vivint all around. The tech that came to do the install was very detailed and made sure we had everything we needed and wanted. My husband and I were very happy with JB and the Vivint team! We were able to get our home even better protected than it was before, and we were able to upgrade to a smart thermostat as well. And all for \$100 less than we were paying with our previous provider. Thank you JB for your commitment to service! We are very happy customers and will recommend you to anyone looking for a new home security company!

Sincerely,



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