



November 14, 2016

Mr. Mike McDonald
Sonitrol Verified Security
#30 – 3033 King George Blvd.
Surrey, BC
V4P 1B8

Good Morning Mike,

I am writing to thank the Kelowna RCMP, the 911 operators and your Sonitrol monitoring staff for their outstanding work in apprehending the thieves who attempted to break in to our Kelowna store over the long weekend. Your verified audio system detected these thieves at 3:53 AM on November 12th as they began to work on our doors with power tools and a crowbar – and were apprehended only moments later – BEFORE they had even gained entry to our store! REMARKABLE!!

Sonitrol's verified audio is valuable as it hears the whole facility – detecting these break-ins as the thieves are still attempting to gain entry to the facility. Obviously, the Kelowna RCMP knew our breach was real as they were on-site so quickly and were successful in apprehending these thieves.

Again, please send our most sincere Thank You to the Kelowna RCMP, the 911 operators and your Sonitrol central station monitoring staff for their outstanding work!

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Calisto', with a stylized flourish extending from the end.

Michael Calisto
Director of Operations
Fraser Valley Wireless