



## Better Business Bureau comparisons below as of April 2011

Research for yourself to find a company to entrust your home and personal safety with:

See why we use **Central Security Group**:

Competitor ratings

BBB Reliability Report for  
**Guardian Security Systems Inc. DBA: Central Security Group Inc.**

A **BBB Accredited** business since 11/17/2009

**A+** **BBB ACCREDITED BUSINESS**

**BBB Accreditation**  
 A BBB Accredited business since 11/17/2009

BBB has determined that Guardian Security Systems Inc. meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

**1 of 2 Locations are Locally BBB Accredited**  
[Find a Location](#)

BBB Reliability Report for  
**ADT Security Services, Inc. Headquarters**

**No BBB Accreditation**

**Customer Complaint History**

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 2734 complaints about this company in the last 36 months, our standard reporting period. Of the total of 2734 complaints closed in 36 months, 1045 were closed in the last year.

These complaints concerned :

- + 100 regarding [Advertising Issues](#)
- + 665 regarding [Billing or Collection Issues](#)
- + 473 regarding [Contract Issues](#)
- + 55 regarding [Customer Service Issues](#)
- + 5 regarding [Delivery Issues](#)
- + 16 regarding [Guarantee or Warranty Issues](#)
- + 83 regarding [Product Issues](#)
- + 163 regarding [Refund or Exchange Issues](#)
- + 79 regarding [Repair Issues](#)
- + 892 regarding [Sales Practice Issues](#)
- + 203 regarding [Service Issues](#)

These complaints were closed as:

- + 2143 [Resolved](#)
- + 591 [Administratively Closed](#)

### Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *raised* Guardian Security Systems Inc.'s rating include:

- > Length of time business has been operating.
- > Complaint volume filed with BBB for business of this size.
- > Response to 212 complaint(s) filed against business.
- > Resolution of complaint(s) filed against business.
- > BBB has sufficient background information on this business.

### Customer Complaints Summary

212 complaints closed with BBB in last 3 years | 103 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	12
Billing / Collection Issues	51
Delivery Issues	1
Guarantee / Warranty Issues	4
Problems with Product / Service	144
<b>Total Closed Complaints</b>	<b>212</b>

**BETA** TEST OF NEW REVIEW FORMAT



## More competitor ratings:

BBB Reliability Report for

### Pinnacle Security, LLC Headquarters

**No** BBB Accreditation

#### Customer Complaint History for Pinnacle Security, LLC

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 1235 complaints about Pinnacle Security, LLC in the last 36 months, our standard reporting period. Of the total of 1235 complaints closed in 36 months, 363 were closed in the last year.

These complaints concerned :

- + 17 regarding [Advertising Issues](#)
- + 204 regarding [Billing or Collection Issues](#)
- + 338 regarding [Contract Issues](#)
- + 103 regarding [Customer Service Issues](#)
- + 2 regarding [Delivery Issues](#)
- + 3 regarding [Guarantee or Warranty Issues](#)
- + 49 regarding [Product Issues](#)
- + 71 regarding [Refund or Exchange Issues](#)
- + 28 regarding [Repair Issues](#)
- + 326 regarding [Sales Practice Issues](#)
- + 94 regarding [Service Issues](#)

These complaints were closed as:

- + 1219 [Resolved](#)
- + 16 [Administratively Closed](#)

BBB Reliability Report for

### APX Alarm Security Solutions, Inc. *aka* Vivint, Inc.

Provo, UT. Headquarters

**No** BBB Accreditation

#### Customer Complaint History for Vivint, Inc.

If you have a complaint with the company or would like to have a technician sent out to your home, please contact Nathan Wilcox at [nwilcox@apxalarm.com](mailto:nwilcox@apxalarm.com) prior to filing a BBB complaint.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 1456 complaints about Vivint, Inc. in the last 36 months, our standard reporting period. Of the total of 1456 complaints closed in 36 months, 309 were closed in the last year.

These complaints concerned :

- + 3 regarding [Issue Not Defined](#)
- + 9 regarding [Advertising Issues](#)
- + 232 regarding [Billing or Collection Issues](#)
- + 463 regarding [Contract Issues](#)
- + 75 regarding [Customer Service Issues](#)
- + 3 regarding [Delivery Issues](#)
- + 6 regarding [Guarantee or Warranty Issues](#)
- + 49 regarding [Product Issues](#)
- + 76 regarding [Refund or Exchange Issues](#)
- + 16 regarding [Repair Issues](#)
- + 434 regarding [Sales Practice Issues](#)
- + 90 regarding [Service Issues](#)

These complaints were closed as:

- + 1433 [Resolved](#)
- + 23 [Administratively Closed](#)

# Our other Partners you can trust:



GE Security  
Authorized Dealer



BBB Reliability Report for

## General Electric Home Security

### Customer Complaint History for General Electric Home Security

BBB processed a total of 0 complaints about General Electric Home Security in the last 36 months, our standard reporting period.

## BBB Business Review Reliability Report for Alarm.com Inc

A BBB Accredited business since 1/5/2005



### Customer Complaint History

When considering complaint information, please take into account the business's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 2 complaint(s) about this business in the last 36 months, our standard reporting period. Of the total 2 complaint(s) closed in the last 36 months, 1 was closed in the last 12 months.

These complaints concerned:

- 1 regarding [Advertising Issues](#)
- 1 regarding [Product Issues](#)

These complaints were closed as:

- 2 [Resolved](#)



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