



Hunter Security, Inc.

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September 23, 2004

Mr. Kenneth L. Utley
President, SIMS, Inc.
2801 West Parker Road
Plano, Texas 75023-7934

Dear Ken:

First of all I would like to thank you for coming to our aid in an emergency crisis situation by providing us with a service that allowed me to be able to dismiss all of our employees so that they could return to their home and families and find safety.

A few employees and I stayed behind to secure our property after Ivan laid his terrible destructive wrath upon us. During that time, we were in touch with your staff and the staff at API. As a business owner I could not be more pleased with the attentiveness and professionalism that everyone gave our customers and us during our time of need.

Secondly I would like to share our experience with any other SIMS customers so that they may be prepared to not hesitate to call upon you and your company in a time of crisis such as Ivan presented to our area. I would like to share with all the comfort of knowing that they can feel secure in utilizing the services you provide in helping them in disaster situations.

On September 14, 2004, we got the news that we had been dreading to hear since the last big hurricane hit our area 25 years ago. Hurricane Ivan, a large and violent storm had the Gulf Coast of Alabama and the panhandle of Florida in his sights. Our office is located in Daphne, Alabama about ½ mile off of Mobile Bay. We were put under a mandatory evacuation and for the first time in the history of Hunter Security, Inc., we had to close our doors for what turned out to be 62 hours. Our entire customer base was located in the path of this huge Category 4 Storm.

We knew this would happen sooner or later so when we saw earlier this year that SIMS was offering a Disaster Recovery Service, we needed to explore this process. Ken, you and your company, SIMS, made this process a very easy one for us. Every day for the last few months, SIMS had downloaded all of our latest data and stored it for us. When the day came and I could see that we might be lucky to come back to any sort of structure that would resemble our office, I knew we needed more than just disaster recovery. We needed someone to take all of our calls and dispatch for the period of time that our police departments and emergency personnel were required and able to be on the roads without endangering their own lives. So at that point, Ken, we turned to you and you set up everything and put us in touch with API. All I had to do was forward our entire phone lines to SIMS. (From experience, I learned to accomplish this, you have to prepare early on and MAKE SURE YOU HAVE THIS OPTION ON ALL OF YOUR PHONE LINES). I am still not sure totally how everything worked but the important part is that it did work. To make the rest of this very long, scary and disastrous story short, 62 hours later, with our office building still in tact, Ken sent us all of the events that SIMS recorded and our community now begins the task of putting our homes, neighborhoods, cities and lives back together again. Your efforts and assistance made this possible.

I can't thank you enough for your help and service.

Sincerely,

R. Scott Hunter
Vice President, Hunter Security, Inc.
RSH/cdm

