



**Welcome to Shiver Security Systems, Inc.
dba Sonitrol of SW Ohio**

I would like to personally welcome you to Shiver Security Systems, Inc. dba Sonitrol of SW Ohio. We value and appreciate your choice and it is our commitment to prove your choice of security providers was the right decision. Shiver Security is a locally owned company with offices in Dayton and Mason. Your security system is monitored at our UL approved monitoring station located in Springboro, OH.

As a valued customer, your protection is our priority. We have enclosed important information about your system:

- Central Station Procedures
- Your Alarm System and Changes in Your Telephone Service
- Automatic Payment Information

Shiver Security Systems provides complete protection for your home or business with systems for intrusion detection, access control, CCTV, fire detection, and external industrial monitoring functions. Services include sales/design of systems, installation, local monitoring, and technical service.

Shiver Security Systems is committed to providing you with quality service. Our entire staff is available to answer any questions you may have concerning your security needs. Please call us at 800.875.7301 if you have any questions, comments, or concerns. Please use the following options to reach the department you need:

- Central Station: option 0
- Customer Support & Data Changes: option 2
- Service: option 3
- Sales: option 4
- Billing: option 6
- Installation: option 9

Please feel free to contact me personally with any questions or concerns.

Chip Shiver, President