



APX Alarm Featured On "Designing Spaces" As Part of Home Protection and Security Show on TLC And WE Networks

APX Alarm showcases home security system while providing key safety tips.

Provo, UT ([PRWEB](#)) April 15, 2009 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, announced today that it will be one of the featured companies profiled on the April broadcast of the hit cable show, [Designing Spaces](#). The episode can be seen nationally on the WE Network beginning April 17th at 7:30 a.m. EDT and TLC on April 19th at 7 a.m. EDT. The segment is also available for viewing online at http://www.designingspaces.tv/show_segment.php?id=200

As residential incidences of unlawful entry are on the rise, homeowners should heighten their awareness in which their homes may be vulnerable and how they can improve safety and security measures. Designing Spaces invited Shawn Brenchley, APX Alarm SVP of Sales to be a special guest on the show. Brenchley shares valuable insight on deterrence strategies, such as not leaving newspapers, garbage and mail out during an extended absence, to securing windows and sliding glass doors. In addition, he'll discuss state-of-the-art wireless security systems with motion detectors.

"There are so many ways in which a home and its occupants can be vulnerable to break-ins, so I will take viewers on a tour of a typical home and point out those areas," says Brenchley. "I'll also show how easy it is to install an affordable wireless security system that provides owners with additional protection, ease of use and peace of mind."

Created by [Quorum Productions](#), Designing Spaces is a half-hour informative series that inspires viewers to make every space count and instructs them on the smartest ways to make their homes more beautiful and functional. From advice on large scale renovations to small modifications, simple tips on making everyday tasks easier for decorating on a budget, this is the one show that provides you with all the comprehensive information you'll need, presented in a fun, easy-to-follow format.

About Quorum Productions:

Quorum Productions, a wholly-owned subsidiary of O2 Media Inc., is a Florida-based production company that is nationally renowned for creating award-winning educational programming. Their informative shows are geared towards disseminating innovative ideas and practical solutions to everyday challenges. Guests on Designing Spaces have included representatives from companies such as Microsoft, Disney, MTV, Samsung, Chase Bank, Proctor & Gamble, Wal-Mart, Celebrity Cruise Lines and many others.

About APX Alarm Security Solutions Inc.:

APX Alarm, (www.apxalarm.com) one of the fastest growing national security alarm companies provides residential security to hundreds of thousands of customers throughout North America. Now in its 10th year of operations, APX Alarm has installed over a half million residential security systems. Additional corporate information can be found by visiting our website.

###



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APX Alarm Adding More than 200 Full-Time Jobs

Construction of new corporate headquarters on schedule with occupancy expected first quarter of 2010.

Provo, UT ([PRWEB](#)), April 1, 2009 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, announced today that it will be adding more than 200 new permanent positions with a majority based at its corporate headquarters. The new jobs are in addition to the 4,000+ seasonal positions that have just recently been added. This move continues to reinforce the company's strength and market position, and will help support the rapid growth of APX Alarm's expanding customer base in North America.

Over the next few months, most of the 200+ jobs will be filled in the customer service and support departments. A smaller number of positions will be added as service technicians in selected markets throughout the United States and Canada.

"With our economy attempting to gain traction, we are proud to be creating new jobs not only here at our corporate offices but throughout the country at our service locations," said Josh Houser, Vice President of Service.

In anticipation of an expanding workforce, APX Alarm also announced today that the new corporate headquarters under construction adjacent to the property of 5050 North 300 West in Provo, Utah is on schedule. Completion of the 125,000 square foot campus is expected to be ready for occupancy by January 2010. The ground breaking took place on September 12, 2008.

"Our excitement grows every day as we see the new corporate headquarters take shape," said Alex Dunn, APX Alarm COO. "The new expansion will allow us to continue to provide world-class customer service to our expanding customer base."

About APX Alarm Security Solutions Inc.

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APX Alarm Announces Limited-Time Internet Promotion Available Through April 20, 2009

Free monitored smoke detector and digital home safe included with every new system installed

Provo, Utah ([PRWEB](#)) March 20, 2009 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, announced today a special online promotional package offering a free monitored smoke detector and new digital home safe with every new system installed through April 20, 2009. Offer is available online by completing the registration profile at <https://promo.apxalarm.com>.

"With the ever increasing crime rates due to the economic slowdown, the need to protect what's valuable to your family has never been greater." said Josh Houser, APX Alarm, Vice President of Service and Inside Sales. "APX wants to make it as easy as possible to protect your family, so we have created this special offer."

APX Alarm believes providing the best possible protection for a home and business starts with a superior security monitoring system. FBI statistics confirm that a home without a monitoring security system is 3 times more likely to be burglarized and a business without the same safeguards is 4.5 times more likely to be vandalized.

Any APX Alarm security system includes world class, 24-hour a day rapid response service, a lifetime service plan, potential savings of up to 15 percent off homeowner insurance coverage and free moving package. In addition, every APX alarm system is equipped with a solar powered yard sign.

About APX Alarm Security Solutions Inc.:

APX Alarm (www.apxalarm.com) provides residential security to customers throughout North America. Since its founding in Provo, Utah in 1999, APX has installed over 500,000 home security systems nationwide. The company has an average growth rate of 105% since it began operations. Additional corporate information can be found by visiting our website.

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APX Alarm Announces its Participation in the Zero Fatalities - Safe Kids Fair February 27-28 at the Sandy, Utah, South Towne Expo Center

APX Alarm shares fire safety tips to help increase awareness during the winter and spring seasons

Provo, UT ([PRWEB](#)) February 23, 2009 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, is raising awareness about home fire prevention this week as it participates at the Zero Fatalities - Safe Kids Fair at exhibit number 425. The event is free to all attendees.

APX representatives will also be demonstrating fire safety tips at the exhibit both Friday and Saturday, Feb. 27-28 at Noon, 2 p.m. and 4 p.m.

"We are thrilled to be able to participate in the Zero Fatalities - Safe Kids Fair this year as it is consistent with our mission and focus as a company in helping to protect families," said Lindsay Grauling, APX Alarm Vice President of Operations. "We believe strongly that both parents and children can reduce the risk of harm or loss of life by developing and practicing an escape plan when a home fire takes place."

According to the [National Fire Protection Association](#) (NFPA) statistics verify that home fire is reported nationally every 79 seconds. In addition, 63 percent of all home fire related deaths occur with no or non-working smoke alarms.

"Our hope is that reinforcing many of these safety tips available will instill a greater commitment for families to have a game plan in place when disaster strikes," said Grauling.

The NFPA has developed the following tips for home fire escape planning:

- Install and maintain working smoke alarms on every level; inside each bedroom and outside of each sleeping area. Test all smoke alarms once a month replacing batteries a minimum of once a year.
- Develop a fire escape plan that identifies two ways out of each room and a family meeting place outside.
- Make sure your plan allows for any specific needs in your household. If everyone knows what to do, everyone can get out quickly.
- Practice your plan, at least twice a year.
- Some studies have shown that some children and adults may not awaken to the sound of a smoke alarm; they may need help waking up.
- If the smoke alarm sounds: Go to your closest exit, and if there is smoke on your way out, turn and use your second way out. If you must exit through smoke, get low and go under the smoke to your exit. Don't take time to pick up belongings; just get out and help others get out. Move fast but stay calm.
- In the event of a fire, who is responsible for making sure the pets get out as well?

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APX Alarm Announces Extension of Online Promotion To All New Customers Available Through February 28, 2009

Offer includes free monitored smoke detector and \$50 Home Depot gift card.

Provo, UT ([PRWEB](#)) January 28, 2009 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, announced today it is extending its special online promotional package offering a free monitored smoke detector and \$50 Home Depot gift card with every new system installed through February 28, 2009. Offer is available online by completing the registration profile at <https://promo.apxalarm.com>.

"The response to all of our product offerings has been tremendous," said Josh Houser, APX Alarm, Vice President. "We believe extending this special offer will make it easier and more cost-effective for individuals and families to receive the protection our home security systems provide."

APX Alarm believes providing the best possible protection for a home and business starts with a superior security monitoring system. FBI statistics confirm that a home without a monitoring security system is 3 times more likely to be burglarized, and a business without the same safeguards is 4.5 times more likely to be vandalized.

Any APX Alarm security system includes world class, 24-hour a day rapid response service, a lifetime service plan, potential savings of up to 15 percent off homeowner insurance coverage and free moving package. In addition, every APX alarm system is equipped with a solar powered yard sign.

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APX Alarm Announces Successful Fund Raising Efforts To Assist Families During The Christmas Holiday

"APX Gives Back" raises \$113,000 for United Way Sub for Santa program.

Provo, Utah ([PRWEB](#)) December 24, 2008 -- After more than doubling its goal to assist families in need during the holiday season, [APX Alarm](#), one of the nation's largest residential security alarm companies, is pleased to announce the successful completion of their holiday fund raising effort.

APX Alarm, in partnership with [United Way's Sub for Santa](#) program, exceeded its original revenue goal of \$50,000 by raising over \$113,000 that was used to assist 301 families and 896 children. The funds were used to purchase over 4,500 holiday gifts and clothing items that were later distributed to families and children in Utah County as well as other locations throughout the U.S. and Canada.

"At APX Alarm, we are committed to support our customers and their communities around the country, especially in times of need," said Vice President of Service and Inside Sales, Josh Houser. "Given the scale of this economic slowdown, we are thrilled with the response and generosity of our employees that allowed us to help so many families."

As part of its "APX Gives Back" initiative, the company also partnered with [Utah Central Credit Union](#) in providing Christmas gifts to 211 children at Lincoln Elementary in Salt Lake City. Many of students live under the poverty line and most are immigrants to Utah from different parts of the world.

Assistance was also given to five families at the West Jordan, Utah Domestic Violence Shelter. The center houses and benefits mothers and their children who have escaped domestic violence. A number of individual families were also identified with special needs during the holidays as highlighted with the following embedded video.

"As always, this year the community proved its generosity with the Sub for Santa program," Bill Hulterstrom, president and CEO of United Way of Utah County said. "Even with the high number of families needing help, we had enough sponsors to provide Christmas for more than 5,400 children. We are so grateful for everyone who donated by sponsoring, volunteering and making financial donations."

About United Way of Utah County Sub for Santa:

United Way of Utah County Sub for Santa program is a temporary assistance program that provides Christmas gifts for children through sponsors and is designed to foster self-sufficiency by helping applicants learn different ways to manage their time, money and talents. The program is part of United Way of Utah County's focus on building financially stable families.

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APX Alarm Presents 15-Year Old Amarillo, Texas Resident with Courage Award

Quick thinking Texas teenager helps protect family from home intruder.

Amarillo, TX ([PRWEB](#)) December 2, 2008 -- [APX Alarm](#), one of the nation's largest residential security alarm companies, announced today that Seth Parker, age 15 of Amarillo, Texas has been presented with the APX Alarm Courage Award.

A multimedia news release of the story is now available online at <http://www.youtube.com/watch?v=M6pEZ4eYLM0>.

The award was created to recognize APX customers who, in the face of extreme duress, act courageously to protect their families.

On Sunday, November 2, 2008 an armed assailant broke into the Parker home demanding that the family lie down on the floor. Seth Parker risked his own life by convincing the intruder that he needed to disarm the APX Alarm security key pad or the police would arrive immediately.

With a gun pointed at himself and his family, Seth keyed in the silent distress code alerting the police.

"Seth showed tremendous composure and maturity under the most difficult of circumstances," said APX Alarm VP Service and Inside Sales, Josh Houser. "His bravery and ability to think clearly was remarkable and may have saved not only his own life but other members of his family as well."

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APX Alarm Issues Community Donation Challenge To Assist Families In Need

"APX Gives Back" launches new fund raising program to help families during the holidays.

Provo, Utah ([PRWEB](#)) November 5, 2008 -- [APX Alarm Security Solutions Inc.](#), one of the nation's largest residential security alarm companies, announced today it is launching a community donation challenge to assist up to 250 families in financial need during the holiday season.

As part of its "APX Gives Back" initiative, the company has partnered with [The United Way of Utah County, Sub for Santa](#) program and [The Daily Herald](#) to help raise \$25,000 in the community before December 12, 2008. APX has agreed to match every dollar up to \$25,000 for a grand total goal of \$50,000. Every dollar collected will go towards families and children assistance identified by Sub for Santa.

"The number of families and children impacted by economic hardship is skyrocketing all around us," said Josh Houser, Vice President of Service and Inside Sales. "This campaign is consistent with our goal as a company - to protect and help families."

Donations for the "APX Gives Back" program may be made directly by calling 866-670-1589. Credit and debit cards are accepted.

"We're grateful for the families and companies like APX who are willing to step in and give gifts to many children in our community who otherwise would not receive a Christmas. Because of the kindness and generosity of groups last year, Sub for Santa was able to provide Christmas for more than 5,000 children in Utah County," said Kiera Staples, Sub for Santa Director.

About United Way of Utah County Sub for Santa:

United Way of Utah County Sub for Santa program is a temporary assistance program that provides Christmas gifts for children through sponsors and is designed to foster self-sufficiency by helping applicants learn different ways to manage their time, money and talents. The program is part of United Way of Utah County's focus on building financially stable families.

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APX Alarm Issues Multimedia News Release of Hurricane Ike Relief Efforts

APX Alarm volunteers see firsthand Ike's path of destruction

Provo, Utah ([PRWEB](#)) October 24, 2008 -- Dedicated to renewing a sense of hope to victims of Hurricane Ike, [APX Alarm Security Solutions](#) sent 90 employee volunteers last month to the Houston - Galveston, Texas area to assist in relief efforts.

A multimedia news release of the project is now available online at <http://www.youtube.com/watch?v=3-u2QMS3N0g>.

APX Alarm Vice President of Operations, Lindsay Grauling, said, "We feel blessed to have been able to go to Galveston to help clean up the massive destruction that Hurricane Ike caused. The people there are hard-working, kind and optimistic in the face of this incredible hardship and it was truly our pleasure to work alongside them as they started to rebuild their lives."

Employees traveled by bus nearly 30 hours from Provo, Utah to Houston, Texas to assist in the massive cleanup campaign. During the 3-day project, volunteers were able to help and support 76 families who were displaced by the devastation. APX was able to identify many of its own customers who were hit hard but also worked closely with [FEMA](#) and other partnering agencies to help others in critical need.

"What an honor it was to serve with our APX employees," said APX Alarm Project Manager, Tom Coleman. "I'll remember the work being very challenging yet rewarding. In serving others, we forgot about our own needs while we were there which liberated us to do more with less sleep, food or rest than we thought possible. We grew closer and respected one another more than any team building exercise could have."

The video documents the extensive and widespread damage that ravaged Galveston Island and the courageous people whose lives were turned upside down by the storm.

"It was very touching," said Galveston resident, Steve Harris. "Those who came never once complained and helped me more than I can express."

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APX Alarm Donates Largest Food Drive Contribution in Utah Community Action Services Food Bank History

Donation to help families with growing need for food assistance along the Wasatch Front.

Provo, UT ([PRWEB](#)) September 30, 2008 -- [APX Alarm Security Solutions Inc.](#) one of the nation's largest residential security alarm companies, is pleased to announce that it has contributed 18,761 pounds of food and other related items, making it the largest corporate donation in [Utah Community Action Services Food Bank](#) history.

"With this drive, APX Alarm wanted to provide food and supplies to as many families as we possibly could," said Lindsay Grauling, APX Alarm Vice President of Operations. "When our employees found out that the largest donation ever made to the Community Action Food Bank was 17,000 pounds our competitive spirit kicked in. Our employees generously donated food, money and time going door to door collecting items. We are so proud of their efforts and grateful for the opportunity to provide supplies to help meet the needs of so many families."

The food bank reports that it has seen a 43% increase in families using its services this year due to rising fuel prices, the slumping housing market and unemployment reaching new highs. Food stock reserves have been severely impacted during the summer months. As a result, the food bank is continuing to ask for the community's help to feed those individuals and families in need.

"The recent donation by the employees of APX Alarm Systems was significant because it was the biggest food collection ever given by a business to the Community Action Services Food Bank," said Jim Thomas, Community Action Services Food Bank Director. "In particular, the sugar, flour, rice, bathroom tissue, and diapers were especially helpful inasmuch as we seldom have these items."

"We give out food boxes to 500 families and 200 senior citizens each week. Thanks to APX and others in our community for helping us to fight against hunger in Utah, Wasatch, and Summit Counties," said Thomas.

The Community Action Food Bank is the second largest food bank in Utah. They distribute more than 2 million pounds of food annually to thousands of people and many local service organizations throughout Utah, Wasatch and Summit Counties. They also provide food on a regular basis to more than 30 other agencies along the Wasatch Front.

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APX Alarm Security Solutions Inc. to Assist Texas Residents Following Hurricane Ike

APX Alarm invites local communities to assist in hurricane relief efforts.

Provo, UT ([PRWEB](#)) September 24, 2008 -- [APX Alarm Security Solutions](#) announced today that it is organizing efforts to assist families and residents in the ravaged Gulf Coast areas impacted by Hurricane Ike.

The company is encouraging community participation in the relief aid. Residents of Utah County may bring clothing, non-perishable food, tools, supplies and other items to APX corporate headquarters at 5132 North, 300 West in Provo, Utah. Those wishing to donate items outside of Utah County are invited to contact their nearest [Red Cross](#) office for further disaster relief information.

APX Alarm will be donating cash contributions to assist individuals and families affected by the hurricane. In addition, the company will be sending approximately 90 employees who are volunteering their time and service to assist in cleanup efforts in the Houston and Galveston areas this week. APX Alarm will also provide tools, equipment and other non-cash donations.

"Our thoughts are with all the individuals and families whose lives were turned upside down by this disaster," said APX Alarm Chief Operating Officer, Alex Dunn. "We are grateful to all of our employees who have a history of joining our company when a rapid response is needed in the communities we serve."

APX Alarm has coordinated the service drive with local community and church organizations to aid in the cleanup and recovery project. APX Alarm volunteers will travel in buses and will be working in the affected areas through the weekend.

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APX Alarm Security Solutions Inc. Increases Credit Facility to \$215 Million

Goldman Sachs Specialty Lending Group L.P. to lead credit facility

PROVO, Utah, ([PRWEB](#)) September 16, 2008 - [APX Security Solutions Inc.](#), one of the nations largest residential security alarm companies, today announced that it has completed a new \$215 million credit facility with a group of lenders led by [Goldman Sachs Specialty Lending Group. L.P.](#)

The credit facility will provide a funding source to help fuel the growth the company has had over the last few years. Since its founding in 1999, the company has experienced phenomenal growth. This year alone the company has installed over 185,000 new customers in 103 markets and has more than 4,000 employees nationwide.

"We are pleased to announce this facility," said APX Alarm Chief Operating Officer, Alex Dunn. "With the credit crunch gripping the country today, the families we protect can be assured of our financial stability which is allowing us to execute our strategy to provide them the best service in the industry."

Earlier this month, APX Alarm was recognized for call center operation customer satisfaction when it received the [J.D. Power and Associates](#) "Outstanding Customer Service Experience" certification. The call center now supports over 400 full-time positions and handles nearly 1.5 million telephone calls, emails and faxes from customers annually. The company's growth of operations is leading to the building of a new corporate campus in Provo beginning with ground breaking ceremonies next week on Sept. 11, 2008.

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APX Alarm Security Solutions Inc., Breaks Ground for New Corporate Headquarters Campus in Provo, Utah

1,000 new hires expected to join APX Alarm by 2010.

Provo, Utah ([PRWEB](#)) September 12, 2008 -- [APX Alarm Security Solutions, Inc.](#), one of the nation's largest [residential security alarm](#) companies, announced that ground breaking ceremonies were held yesterday for the new corporate headquarters campus located adjacent to the property of 5050 North 300 West in Provo, Utah.

Company executives, employees and local dignitaries were in attendance. This project is scheduled to be completed during the spring of 2010. Based on current growth projections, APX Alarm is expected to hire an additional 1,000 employees over the next few years.

The design principles for the new facilities were inspired by visits to Google Inc. and Apple Inc. to learn how those companies were guided by their unique culture and values to influence the physical characteristics of the architecture and functionality of the building. "We wanted the design of our campus and its buildings to express our purpose to protect families and empower employees to work together in a culture of learning," said Todd Pedersen, CEO of APX Alarm Security Solutions.

This new campus will include two of the most unique office buildings in the Intermountain Region. Some of the design principles include the use of natural light and openness along with social gathering space inside the buildings to foster collaboration, creativity and communication for APX Alarm employees. Common areas for meetings, study and renewal are prominent in the design to encourage a family atmosphere where employees have a home away from home.

APX Alarm's focus on being an industry leader is evident in the architecture by having various cutting edge technologies included in the design of the building. In addition, multiple forms of media are incorporated into the design to foster communication and unify employees in their common purpose to help customers.

The campus will have large open areas of green space for both company and public access to enjoy the beauty of the surrounding area. Environmentally friendly "green" design characteristics will be in place to create energy efficient work spaces. The architectural firm Curtis Miner Inc., Orem, Utah will provide the primary design for the buildings exterior and campus. [Pollack Architecture](#), San Francisco will lead the interior space development design strategy.

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APX Alarm Security Solutions Inc. Awarded 2008 "Business of the Year" by the Provo-Orem Chamber of Commerce

APX Alarm Receives Prestigious Senator Reed Smoot Business of the Year Recognition

Provo, UT ([PRWEB](#)) August 29, 2008 -- [APX Alarm Security Solutions Inc.](#), the largest privately-owned residential security alarm installation company in the United States, announced today that it has been awarded the 2008 "Business of the Year" by the [Provo-Orem Area Chamber of Commerce](#).

"The purpose of APX Alarm is to help people, help our customers protect their families, help our employees have success in life and help the community by giving back. We are grateful that our contribution to the community has been recognized," said Keith Nellesen, APX Alarm Security Solutions Inc. President.

Since its founding in Provo, Utah in 1999, the company has experienced phenomenal growth by installing nearly 500,000 home security systems. The company now fields over 100 teams and more than 4,000 employees across the country.

"APX Alarm has been a leading corporation in our community and we are happy to recognize them as our Senator Reed Smoot 2008 Business of The Year. They have provided jobs and a great service all over the nation and have been recognized as a fast growing and credible organization," said [Steve Densley](#), President CEO of the Provo-Orem Area Chamber of Commerce. "To be recognized as the Business of the Year in one of the fastest growing business communities in the country is indeed an honor worth noting."

Earlier this month, APX Alarm was recognized for call center operation customer satisfaction when it received the [J.D. Power and Associates](#) "Outstanding Customer Service Experience" certification. The call center now supports over 400 full-time positions and handles nearly 1.5 million telephone calls, emails and faxes from customers annually. The company's growth of operations is leading to a new corporate headquarters campus expansion in Provo beginning in September of 2008.

About APX Alarm Security Solutions, Inc.

APX Alarm, <http://www.apxalarm.com>, provides residential security to customers throughout North America. Since its founding in Provo, Utah in 1999, APX has installed nearly 500,000 home security systems. The company has an average growth rate of 105 percent since it began operations. Additional information can be found by visiting our web site.

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APX Alarm Security Solutions Inc. Receives J. D. Power and Associates "Outstanding Customer Service Experience" Recognition

Customer service excellence award highlights strong commitment by APX Alarm Security Solutions Inc. to provide the highest level of call center service in the industry.

Provo, UT ([PRWEB](#)) August 4, 2008 -- [APX Alarm Security Solutions](#) has been recognized for call center operation customer satisfaction excellence under the J.D. Power and Associates Certified Call Center Program(SM). This distinction acknowledges a strong commitment from the APX Alarm Security Solutions call center operation to provide "An Outstanding Customer Service Experience."

APX Alarm Security Solutions' call center operation, located in Provo, Utah, handles nearly 1.5 million telephone calls, faxes and e-mails from customers annually. To become certified, the call center operations successfully passed a detailed audit of their recruiting, training, employee incentives, quality assurance capabilities, and management roles and responsibilities. As part of its evaluation, J.D. Power and Associates conducted a random survey of APX Alarm Security Solutions customers who recently contacted its call center.

According to [J.D.Power and Associates](#), APX Alarm Security Solutions has demonstrated its keen focus on providing highly satisfying customer service by surpassing rigorous standards to achieve certification. Call center customers are particularly pleased with the courtesy, knowledge and concern of customer service representatives, who are clearly a key asset to the success of the call center operation.

For certification status, a call center must also perform within the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power and Associates' cross-industry customer satisfaction research. The evaluation criteria includes: courtesy; knowledge; concern for the customer; usefulness of the information provided; convenience of operating hours; ease of reaching a representative; and timely resolution.

"Our goal from the outset of creating APX Alarm was to be the very best in our industry," said Todd Pedersen, CEO of APX Alarm Security Solutions. "This certification is a great indicator that we are on our way toward that goal."

The Call Center Certification Program was launched by J.D. Power and Associates in 2004 to evaluate overall customer satisfaction with call centers and to help call centers in various industries increase their efficiency and effectiveness by establishing best practices for handling service calls.

There are more than 75,000 call centers in North America and an estimated 125,000 worldwide that help customers with product and service questions across a multitude of industries, ranging from credit cards, financial services, investment services, utilities, service warranties and insurance to telecommunications, healthcare and office products. APX Alarm Security Solutions received the award at ceremonies held on Saturday, Aug. 2 attended by nearly 1,000 employees and members of the media.



About APX Alarm Security Solutions, Inc.:

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