

**ASLB Grievance After Report for November 13, 2012 9:00 am**

<b>Case Number</b>	<b>Complaint Against</b>	<b>Allegation(s)</b>	<b>Grievance Committee Recommendation</b>	<b>Board Action</b>
2012-ASL-019	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services.	The matter between Mr. Howard & Rossie Horton and Vivint, Inc., has been resolved and no further action recommended.	Accepted
2012-ASL-028	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	The matter between Mr. Louis Deans and Vivint,, Inc., has been resolved and no further action recommended.	Accepted

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2012-ASL-029	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceived, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	The matter between Mrs. Teresa Brackett and Vivint, Inc., has been resolved and no further action recommended.	Accepted

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Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-031	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted

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Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-032	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	Mrs. Bertia M. Cokley has withdrawn her complaint against Vivint, Inc. No violation of 74D. Case dismissed.	Accepted

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Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-035	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and the North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed. Vivint, Inc., will refund Mrs. Gertrude Rodgers the check cancellation fee in the amount of \$36.00 and will forward to the staff verification of this being completed.	Accepted

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Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-037	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted

### ASLB Grievance After Report for November 13, 2012 9:00 am

Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-038	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted
2012-ASL-039	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services.	No violation of 74D. Case dismissed.	Accepted

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<b>Case Number</b>	<b>Complaint Against</b>	<b>Allegation(s)</b>	<b>Grievance Committee Recommendation</b>	<b>Board Action</b>
2012-ASL-041	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services.	No violation of 74D. Case dismissed.	Accepted
2012-ASL-042	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted

### ASLB Grievance After Report for November 13, 2012 9:00 am

Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-043	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	Defer this matter until the January, 2013 Grievance Committee in order for Vivint, Inc. and Mrs. Sheila Richardson to reach a settlement in regard to the property damage.	Accepted

### ASLB Grievance After Report for November 13, 2012 9:00 am

Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-049	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted

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<b>Case Number</b>	<b>Complaint Against</b>	<b>Allegation(s)</b>	<b>Grievance Committee Recommendation</b>	<b>Board Action</b>
2012-ASL-059	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed.	Accepted

### ASLB Grievance After Report for November 13, 2012 9:00 am

Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-061	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	Mrs. Kim R. Sieler has withdrawn her complaint against Vivint, Inc. No violation of 74D. Case dismissed.	Accepted

### ASLB Grievance After Report for November 13, 2012 9:00 am

Case Number	Complaint Against	Allegation(s)	Grievance Committee Recommendation	Board Action
2012-ASL-062	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(a)(5)(12)(19), 12 NCAC 11 .0123(a)(2) - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Accepted payment in advance for services not performed within a reasonable time period. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	Issue a Letter of Warning to Mr. Jason E. Lindquist and Vivint, Inc., for failing to list the company's name, address, telephone number and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract. The company will refund any monies owed to Mrs. Cheryl A. Cassetta-Dupre. Also, all collection actions against Mrs. Cheryl A. Cassetta-Dupre will be terminated.	Accepted

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<b>Case Number</b>	<b>Complaint Against</b>	<b>Allegation(s)</b>	<b>Grievance Committee Recommendation</b>	<b>Board Action</b>
2012-ASL-067	Jason Earle Lindquist Vivint, Inc. 4931 N 300 W Provo, UT 84604-0000	Violation of G.S. 74D-10(A)(5)(19), 12 NCAC 11.0123 - Failing to correct business practices or procedures that have resulted in a prior reprimand by the Board. Engaged in conduct that constitutes dereliction of duty or otherwise deceives, defrauds, or harms the public in the course of professional activities or services. Failing to list the company's name, address, telephone number, and North Carolina Alarm Systems License Number and the North Carolina Alarm Systems Licensing Board's address and telephone number on the consumer contract.	No violation of 74D. Case dismissed. Also, Vivint, Inc. or counsel to Vivint, Inc., will forward to the staff a copy of the withdrawal from Mr. David A. Nelson.	Accepted