

District Attorney Marc Bennett
18th Judicial District of Kansas



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For Immediate Release, July 26, 2019

WICHITA, KAN. – Vivint Inc, a national provider of home security systems headquartered in Provo Utah, has entered into a consent judgment with the Office of the District Attorney. The District Attorney’s Consumer Protection Division investigated Vivint after a Sedgwick County consumer filed a complaint and City of Wichita records department showed that Vivint was not a licensed alarm business for a period of time in 2018. Vivint’s licensure had lapsed and during that period Vivint’s list of sales persons, including the representative that contacted the consumer, was not approved by the City of Wichita.

The agreement between Vivint Inc. and the District Attorney’s Office called for them to pay \$20,000 in civil penalties, and not allow any employees, contractors or third parties to enter into residents’ homes in Wichita without being appropriately licensed or approved through the City of Wichita/Sedgwick County. Vivint also agreed it would not operate without properly vetted and certified technicians approved by the Metropolitan Area Building and Construction Department (MABCD). Vivint will perform background checks on all personnel entering consumers’ property pursuant to the City of Wichita Municipal Code and perform an audit to make sure that all personnel who did enter consumers’ homes during the period in question met the requirements of the city code. If any personnel entered consumers’ homes who did not meet city requirements, Vivint will notify those consumers. Vivint also agreed to address any consumer complaints relating back to that time period. Vivint voluntarily agreed to give “protected consumers” 30 days to cancel any door-to-door sales. A protected consumer is a person either over the age of 60, disabled, a member of the military, a veteran, or surviving spouse of a veteran.

The District Attorney reminds residents that alarm businesses must be licensed and approved. The MABCD must certify that technicians engaging in electrical work are qualified. The City of Wichita alarm business application requires applicants to have their respective backgrounds checked to ensure that no employee entering a residence is a registered sex offender, in addition to other requirements.

The consent judgment was signed by Judge Jeffrey Goering on July 25, 2019. The case was investigated by Scott Kelley of the District Attorney’s Office.

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