



Indian River County PSAP's  
4225 43<sup>rd</sup> Avenue  
Vero Beach, FL 32967

September 19, 2017

To Paula Carlton,

The HigherGround recording system in service at the Indian River County PSAP's is built using proprietary HigherGround software. HigherGround is the sole source of this product and the associated maintenance. It is critical that this system be maintained by fully trained and certified technicians. Failure to properly maintain the system would result in impaired performance and possible system failure. At this time, there are no other service agencies in Florida authorized or certified by HigherGround Incorporated to perform such maintenance or installation of additional parts on any HigherGround Recording Systems.

Sincerely,

A handwritten signature in blue ink that reads 'Gretchen K. Ryan'. The signature is fluid and cursive, with a large initial 'G'.

Gretchen K. Ryan

Vice President Core Services