



A Subsidiary of Comtech Telecommunications Corp.

August 2, 2023

Karen Rackard
911 Emergency Communications Coordinator
Indian River County Emergency Services
4225 43rd Avenue, Vero Beach, FL 32967
Email: Krackard@ircgov.com

Dear Ms. Rackard,

This letter is concerning the Guardian equipment utilized in the processing of 9-1-1 calls that is currently in use by Indian River County Florida. That equipment referred to typically as the Guardian 9-1-1 system will require a hardware refresh of some components due to 5 years of continuous use. All of the software licensed remains current and operational for the PSAPs.

The system is maintained by AK Associates, an authorized Solacom distributor and service organization. AK Associates is the only such organization with factory trained/certified personnel located in Florida with the requisite experience to perform the refresh. In the event that Solacom offered the same services and upgrade our pricing would be approximately 20% higher for materials and we would have to charge you a significantly higher cost for labor than what would be offered by AK. If you have any further questions please feel free to contact me at 937-609-1911.

Sincerely,

A handwritten signature in black ink that reads "Anthony A. Parrott". The signature is written in a cursive style.

Anthony A. Parrott
Vice President of Sales – Call Handling

Via Email: