



Mach Alert, Inc.
9270 Bay Plaza Blvd, Suite 605
Tampa, FL 33619

March 1, 2024

Nathan Thomas
Deputy Fire Chief
Palm Bay Fire Rescue

RE: CI Communications - Sole Source Service Provider for Palm Bay Fire Rescue Mach Alert FSA System

Dear Deputy Chief Thomas.

We wish to emphasize that CI Communications is the exclusive service provider with the training and expertise necessary to work on the Mach Alert Fire Station Alerting and Automation (FSAA) system for Palm Bay Fire Rescue. Mach Alert and CI Communications team has successfully installed and operationalized the Mach Alert product, along with all associated hardware and software, across your Palm Bay Fire Stations and Dispatch center.

Furthermore, the training, testing, and required maintenance services related to the Mach Alert FSAA system were specifically designed for CI Communications personnel, making them the sole source for servicing the Mach Alert Palm Bay Fire Rescue system.

We appreciate your continued trust in our capabilities and commitment to ensuring the seamless operation of mission critical Mach Alert FSA system.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ernesto Ramos'.

Ernesto Ramos
Mach Alert, Inc.
Vice President & General Manager
Ernie.Ramos@machalert.com