



MOTOROLA SOLUTIONS

October 25, 2019

Mobile Communications of America
885 Cripple Creek Drive
Lawrenceville, GA 30043

To Whom It May Concern:

This letter represents that Mobile Communications of America ("MCA") currently may use the following Motorola subcontractor service status designations while acting as a subcontractor to Motorola on a service contract:

Motorola Service Elite Specialist

As a Motorola Service Elite Specialist, MCA may, while acting as a Motorola subcontractor, perform maintenance, installation and warranty services for select Motorola products such as two-way radio systems, consoles, and subscriber units. MCA has over 50 authorized service locations across Virginia, North Carolina, South Carolina, Tennessee, Georgia, Florida, Alabama, Texas, Colorado and Arizona. Being a Motorola Service Elite Specialist means that Mobile Communications of America, meets Motorola's high level of service requirements including accreditation as a Certified Service Center by an industry recognized institution, and compliance with Motorola's internal Environmental Health and Safety policy. In addition, Motorola requires that a minimum number of a Service Partner's technicians achieve certification and meet rigorous training requirements necessary to perform certain services on both new and existing Motorola radio systems and subscribers.

MCA is also authorized to perform warranty repair services at the locations listed above. As such, MCA can, while acting as a Motorola subcontractor, perform warranty services for only those two-way radio products it is authorized by Motorola to resell.

Please note that the Motorola Service Elite Specialist designation is reviewed on a biyearly basis by Motorola in January and August. As Motorola's largest Service Partner highly qualified to perform service delivery on critical communication solution networks across the county, Mobile Communications of America will continue to remain a Service Elite Specialist in good standing.

Also please note that this designation is internal to Motorola and is only intended for use by Motorola to differentiate between its service subcontractors. The designation applies only when Motorola Service Elite Specialists are performing work under the direct supervision of Motorola as a subcontractor with access to Motorola technical support, and Motorola makes no representations about and accepts no responsibility for the ability or performance of such Service Elite Specialists when these entities are acting independently. This designation does not prohibit any Service Elite Specialist from offering independent services to a customer.

If you have any additional questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Walter Garcia', followed by a horizontal line.

Walter Garcia
Service Partner Program
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Phone: 305.968.0605