

January 27, 2020

Captain Nathan Frankhauser
City of Merced, Fire Department

Dear Mr. Frankhauser,

Thank you for your interest in Motorola's products and services. We appreciate the ongoing relationship with you, our valued customer. Our mission is to provide you with the most advanced products and services for voice and data communications. Everyday our offerings expand and our commitment to support our customers completely increases. To provide you with even more service, we developed a program to extend the effectiveness of our sales force and give you more expertise in our representation. This program is called the Manufacturer's Representative (MR).

Your Motorola Account Manager, Chris Chamberlain, is your direct representative for Motorola Solutions, Inc. Your Account Manager combines the knowledge and understanding of both your agency's operations and your existing voice and data systems to guide you toward the best solutions for your mobile communications. To assist the Account Manager, we have assigned Randy Emerzian with J's Communications, Inc. as the Motorola Manufacturer's Representative to your agency.

The role of the Manufacturer's Representative is to be a resource for you in the products and services previously procured through your Direct Motorola Account Manager. A Manufacturer's Representative can facilitate a transaction between Motorola and a customer by assisting with price quotations, presenting proposals, processing customer purchase orders, and tracking product deliveries. All binding quotes or proposals must be signed by a Motorola authorized signatory because Manufacturer's Representatives do not have authority to contractually bind Motorola. Any subsequent contract shall be between Motorola and the customer. Invoices for Motorola products and services come directly from Motorola. The Manufacturer Representative acts as an agent of Motorola and has access to contract price levels like our Direct Motorola Account Manager.

Both your Account Manager and your Manufacturer's Representative are highly trained to bring you the best knowledge and skill in the industry of mission critical voice and data technology. Together with you, our customer, the Account Manager and the Manufacturer's Representative work as a team to assist your agency in the evaluation and implementation of the most effective communications possible.

We consider it a privilege to be a part of the solutions that makes your agency "best in class". We look forward to a long, positive relationship with you and your personnel. If I can answer any questions or concerns, please feel free to call.

Best Regards,



Michael De Benedetti
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