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AUDIO ENHANCEMENT®
COMMUNICATOR

Team,

Here's the latest edition of the AE Communicator, sharing updates from across the organization to keep everyone informed and aligned. As the new year gets underway, we're off to a strong start toward this year's **\$200M goal** to earn our **paid Christmas Break in 2026**, hitting **\$9.9M by the end of January (5% of the goal)**.

OUR IMPACT

Real stories that reflect the purpose behind the work we do every day. Each edition, we'll close with an inspirational story, insight, teacher quote, or reflection that highlights the real-world impact of our work.

IMPACT STORY

A teacher in Georgia was experiencing ongoing vocal issues and was advised by her doctor that she may need to leave the profession due to the strain on her voice. Since installing **Classroom Audio** in her room, her condition has significantly improved, allowing her to continue teaching. With a nationwide teacher shortage, extending the career of a passionate, high-quality educator is a meaningful win — and a powerful reminder of the difference our solutions make in classrooms every day.

HR UPDATES

Employee Information Update Needed

To help keep our records accurate and up to date, please take a moment to log in to **Paylocity** and **Employee Navigator** to review your home address and phone number. Please also ensure your emergency contact information is current in Paylocity.

Accurate contact information is essential for payroll, tax documents, benefits communications, and other official correspondence. Thank you for your help in keeping this information current.

Welcome New Team Members **Started January 19, 2026**

- Marianny Perez – Production Technician – UT

Started January 26, 2026

Started January 20, 2026

- Shari Hatch – Help Desk – UT
- Sophia Rambo – Admin Assistant to Sales – UT
- Juan Escalante – Warehouse Associate – FL

Starting February 9, 2026

- Ricardo Mora – Technical Support Analyst II – FL
- Alexzander Barrabi – Technical Support Analyst II – FL
- Katarina Stojanovic – Technical Support Analyst II – FL

Starting February 16, 2026

- Halie Soulis – Sales Support Supervisor – GA
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TRAININGS UPDATE

We have had a great start in training for 2026. We've held a Level II Training, an Advanced Internal Training, and our first EPIC Experience training of the year. In total, **35 customers or team members** have successfully completed training.

Upcoming Training

Level 1 Training: February 10–11

- Registration is still open.
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SALES UPDATES

Sales Focus & Process

The Sales team continues to tighten forecasting and execution, with an active focus on maintaining at least **2x quota coverage** across PO, Committed, and Expected opportunities. Close rate targets remain strong, with emphasis on closing **70% of Expected** and **90% of Committed** opportunities. This discipline is already improving pipeline quality and performance.

Team Updates

Several additions and transitions have been made to strengthen regional coverage and leadership:

- Lance Austin has joined as an RSD in Georgia region.
- Dallen Milne has joined as an RSD for the Florida Panhandle region.
- Toby Potter has joined as an RSD supporting Southern California.
- Nichole Smith has joined as the California RVP.
- Kevin Mitchell is now the RVP over Patrick Sobak, Jimmy Biebel, Copeland Draper, and Rulon Crum.

Upcoming Events

- **AASA NCE:** February 11–13 (largest event of the year)
 - **SAFE Customer Advisory Board:** February 24–25
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ASSEMBLY & PRODUCTION UPDATE

Effective February 2, 2026, the **Assembly department is now strategically aligned with the Production department.**

The goal of this alignment is to integrate tools, systems, training, measurements, resources, and processes to improve efficiency, quality, and overall performance.

Francisco Ceja Oseguera, Production Manager, will manage both Assembly and Production, with a primary focus on executing the **2026 Assembly Road Map**, centered on:

- Visibility & reporting
- Compliance
- Cost & productivity
- Quality assurance
- Internal customer relationships & expectations

Johnny Flores, current Assembly Manager, will shift focus to his responsibilities within the Pick, Pack, and Ship department.

Innovations

EPIC 3.2.1 – Beta Release (ECO 218)

EPIC 3.2.1 is approved for Beta testing. Deployment requires approval from the EPIC team. Key enhancements include expanded SAFE+ integration for improved real-time alerting, GPS coordinates added to map setup, and a refreshed ITC interface with preconfigured buttons for faster setup.

SAFE Badge battery status is now displayed using color indicators instead of percentages, allowing quicker visual recognition. AND devices now support customizable font colors and event-specific background images.

EPIC 3.1.6 – Maintenance Release (ECO 223)

This release resolves LDAP sync issues, SAFE alert display bugs, and UI responsiveness problems.

Additional Updates

- Onsite Mapping Services SKU added and available for quoting (ECO 220)
- Replacement speaker approved for Control 400 due to end-of-life status (ECO 219)
- Desktop Announcer 1.2.0 released with macOS bug fix (ECO 199)
- CLEAR Connect Hotfix 1.26.26 released to improve session stability (ECO 216)

QUALITY REMINDER

Approved documentation — including **Work Instructions, SOPs, and Flowcharts** — is stored in the centralized SharePoint site for company-wide access:

AEProcedureDocuments/Home

Please use this site as the primary source for controlled documentation. Documents can be filtered by Department using the **Filter By** option for easier navigation.

If new documentation is needed, submit a request through the **Master Request Form** and select *Procedure Documents* from the dropdown menu.

Thank you for taking the time to stay informed and engaged. These updates help keep our teams aligned and moving forward together.