

Subject: AE Communicator 4.7.26
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From: JoBeth Anderson
To: JoBeth Anderson
Attachments: Outlook-gr5u5rju.png



Team,

Welcome to the AE Communicator! Here's your update on what's happening across the company—from key wins and customer impact to team news you won't want to miss.

YTD Goal Sales Update

We are currently at \$45M, which represents 22.54% progress toward our \$200M growth goal tied to our paid Christmas break milestone.

Congratulations to everyone on hitting our Q1 goal! This is a strong start to the year and a reflection of the collective effort across the organization. Thank you to everyone who contributes to supporting our sales teams and delivering exceptional experiences for our customers.

Company OKRs

Objective 1: Accelerate Sustainable Revenue Growth Across All Divisions

- **KR1 (10% YoY Revenue Growth):** Ended the quarter at \$42.2M, representing a 30% increase over Q1 last year. This positions us strongly toward achieving 10% year-over-year growth.
- **KR2 (Increase Cross-Solution Adoption by 10%):** Foundational work remains in place with continued progress toward enabling visibility and reporting for cross-solution adoption.
- **KR3 (110% Net Dollar Retention):** Efforts remain on track, with continued alignment and preparation to support accurate dollar retention tracking.

Objective 2: Deliver World-Class Customer and Partner Experiences Through Operational

Excellence

- **KR1 (NPS 60+):** SurveyMonkey surveys have been created, with Salesforce integration scheduled to begin in May.
 - **KR2 (85% First Time Right):** Workstreams remain active and aligned, with progress continuing as planned.
 - **KR3 (85% On-Time OFI Completion):** Additional OFIs are in progress, driven by outputs from the newly developed Field Resolution Process.
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Customer Impact

A superintendent in Colorado recently experienced our technology in action and immediately recognized its impact.

After seeing the equipment in motion, Superintendent Tom Turrell shared, *“This is the greatest thing I have seen in a long time—we have to tell everyone about this!”*

Moments like this highlight the real-world difference our solutions are making and the excitement they’re generating with our customers.

HR Update

Welcome New Team Members

Started March 30th, 2026

Matt Walker — Project Manager Retrofit — Kentucky

Taylor Trieu — Technical Support Specialist II — Florida

Started April 6, 2026

Robert Gemmell — Install Tech — Georgia

Haiden Lowery — Install Tech — Georgia

Steven Clyde — Sr. Software Engineer — Utah

Please join us in welcoming these new team members to Audio Enhancement.

Congratulations to these promotions and advancements

Carter Endsley — QA Software Automation Specialist

Ralph Waring — Regional Managing Project Manager

Mary Fernandez — Production Technician I

Joany Urdaneta — Production Technician II

Naibelith Torrealba — Production Technician II

Ethan Aiono — Field Engineer

Benefit Highlight

Your Wellness Perks Are Here!

Did you know your medical plan includes wellness programs to support your health, fitness, and peace of mind?

If you're enrolled in a UnitedHealthcare or Surest plan, you have access to a variety of tools designed to help you feel your best, at no extra cost.

With UnitedHealthcare, you can earn up to \$300 through UHC Rewards, enjoy flexible fitness options with One Pass Select, and get support through programs like Real Appeal, Wellos, and Calm Health. You also have access to \$0 Virtual Visits, so you can connect with a provider anytime, anywhere.

With Surest, you can explore Talkspace Go for mental wellness, stay active with One Pass Select, and access Pivot, a guided program to help you quit smoking.

Take a moment to explore what's available—you might be surprised at how much support you have. Be sure to review the attached flyers for more details and how to get started.

Culture Team

Congratulations to **Ricky Robinson, Kimberly Dalton, Maria Macabi, and James Helsby**, our most recent **Customer Obsession Award** recipients.

Ricky produces quality work and is driven to support his team, consistently building rapport with others and exceeding expectations.

Kim provides reliable support to school districts, strengthening customer relations through her own teaching experience.

Maria supports her team and continuously commits to delivering high-quality work with care and attention.

James drives major results through his leadership and technical skills, elevating production and assembly operations in meaningful ways.

Product & System Updates

Innovations – Hardware & Product Updates (Submitted by Kent Huntsman)

ECR 244: Update SKU Descriptions

EP-0065 — InfoView Digital Signage Yearly Campus Subscription (Requires EP-0061)

EP-0034 — EPIC Phone Integration

SE-0010 — Professional Dev Planning REMOTE Services (one required per PD order)

SE-0068 — Professional Development – Virtual Delivery (requires SE-0010)

SE-0060 — Professional Development – F2F First Day w/Travel Per Day (requires SE-0010)

SE-0007 — Professional Development F2F w/o Travel Per Day (requires SE-0010)

ECR 244: Remove Unused SKUs

EP-0062 — InfoView Digital Signage 5 Year Campus License

SE-0089 — Clear Connect Professional Development

ECR 241: Removed ViewPath Licensing SKUs (Effective July 1, 2026)

NE-3013 — VIEWpath Yearly Per User Subscription (1–75 users)

NE-3012 — VIEWpath Yearly Per District Subscription

NE-3007 — VIEWpath Yearly Per User Subscription (76+ users)

Moving forward, SU-00023 VIEWpath Annual User Subscription and NE-3000 VIEWpath System License will be used.

ECR 239: New CAT6A Cables

AC-0157 — 3' CAT6A Cable, Plenum Rated, White

AC-0158 — 7' CAT6A Cable, Plenum Rated, White

ECR 245: EPIC 3.1.7 Release

Adds a feature for email notification of SAFE Badges that haven't reported in a defined period of time, along with miscellaneous bug fixes.

ECR 228: Add Installation & Commissioning SKUs

SE-0092 — Installation of 720/775 with No Speakers

SE-0093 — Installation & Setup of SAFE Dongle

SE-0094 — Setup of SAFE Alert Duress Badge

SE-0095 — SAFE Alert Duress Badge Commissioning

ECR 190

Release of MS-700-S Enclosure Modification Kit (AC-3029)

ECO 236

End of Sales and Procurement for the ViewSonic Kiosk, replaced with the new ELO Kiosk

IT and Tech Support Update

Clarification of the RMA Process

Troubleshooting is required for all RMAs

All RMAs must be linked to a documented troubleshooting case

Missing case numbers or incomplete documentation will delay processing

This applies to all customers, partners, and internal teams

Certification Reminder

Certified customers and partners may bypass Level 1 and be routed directly to Level 2

Certification does not permit bypassing RMA requirements

Contacting Tech Support

The fastest way to reach Tech Support is by calling 800-932-3578

Emailing support@audioenhancement.com is also effective
Contacting through management or reception may delay response times

Software Update

EPIC 3.1.7 has been released. This update introduces proactive SAFE Badge notifications and includes general improvements and bug fixes. Please review the release notes for full details.

<https://audioenhancement.atlassian.net/wiki/external/YTQ1N2E5NjM2NmYwNDFhNWEzMDkzZDdhMDJkNDExZmE>

Thanks for staying in the loop and for everything you do every day to make Audio Enhancement thrive. Let's keep the momentum going and make great things happen!