

Program Year 2025 Unrelated Contracts Under 35K

Agency	Description	Length	Amount	
Agency	Description	Dates	Expires	Amount
Castle Branch	Background Checks-PWE/PI	7/1/2022-ongoing	n/a	\$25.10 per background
ASI Advanced Security	Alarm Monitoring Ocala	7/1/2011-ongoing	n/a	\$456.00
CTS	Electronic Records System	9/1/2010-ongoing		\$17,769.96
Customer Driven Staffing	PWE/PI Payoll Services	7/1/2025	6/30/2026	30% Markup
Abila-Cloud Hosting Services	Finance	7/1/2025	6/3/2026	\$5,103.25
Iron Mountain	Document Disposal	7/1/2019-ongoing	n/a	Varies Per Request
NY Wired for Education-Metrix	Learning Services Agreement	7/1/2025	6/30/2026	\$12,500.00
Powers Protection	Alarm Monitoring -Lecanto	10/18/2017-ongoing	n/a	\$165.00 Service Charge Fees as applicable
Powers Protection	Alarm Monitoring- Chiefland	10/18/2017-ongoing	n/a	\$165.00 Service Charge Fees as applicable
Sonitrol	Fire Alarm-Ocala	7/10/2018-ongoing	n/a	\$330.00 Service Charge Fees as applicable

CONTRACT/AGREEMENT MODIFICATION

A. Employer/Service Provider/Contractor Name: CastleBranch	C. Contract/Agreement No.: n/a D. Modification No: 1 E. Type of Contract: Local Agreement
B. Address: 1844 Sir Tyler Drive Wilmington, NC 28405	F. CareerSource Citrus Levy Marion 3003 SW College Road Suite 205 Ocala, FL 34474

G. Funding Changes:
☐ Increase ☐ Decrease from: \$ _____ to \$ _____ ☒ Unchanged

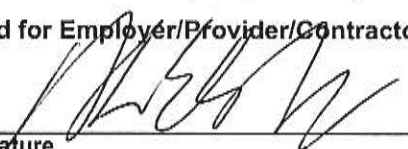
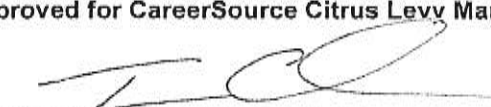
H. In consideration of the contract/agreement and representation contained herein, the parties agree that the above numbered contract/agreement is modified as follows:
 On June 7, 2022, CSCLM Board approved CastleBranch as sole source contractor to provide Level I background checks to support the PWE and PI programs.

 This modification will serve as a renewal for CastleBranch to provide said service with no change in cost at \$25.10 per background check. This contract will be considered an ongoing services until such time either party decide to terminate agreement.

Occupation Title /DOT Code/SVP Code	Initial Wage/Hour	Hourly Cost Factor Reimbursement (%)	Hours of Training	Trainee Cost
Title: DOT Code: SVP Code:				Wages: Educ: Total:

I. This modification is effective on July 13th, 2023 or the date on which the modification has been signed by both parties, whichever is later. Except as hereby modified, all terms and conditions of said contract /agreement remain unchanged in full force and effect.

J. The parties hereto have duly executed this Modification and in signing and dating same, thereby validating this modification. The parties also certify that each possesses legal authority to contract and bind their respective organizations in their capacity as a signatory official.

Approved for Employer/Provider/Contractor: By:  _____ Signature Thomas E. Skinner _____ Typed/Printed Name <u>7/14/23</u> _____ Date	Approved for CareerSource Citrus Levy Marion By:  _____ Signature Tom Cucuel _____ Typed/Printed Name 7/13/2023 _____ Date
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CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. A proud partner of the American Job Center Network.



CONTRACT/AGREEMENT MODIFICATION

A. Employer/Service Provider/Contractor Name: Customer Driven Staffing		C. Contract/Agreement No.: PY21-LOA-07 D. Modification No: 4 E. Type of Contract: Local Office Agreement		
B. Address: 1040 Bayview Drive Suite 409 Ft. Lauderdale, FL 33304		F. CareerSource Citrus Levy Marion 2703 NE 14 th Street Ocala, FL 34470		
G. Funding Changes: <input type="checkbox"/> Increase <input type="checkbox"/> Decrease from: \$ _____ to \$ _____ <input checked="" type="checkbox"/> Unchanged				
H. In consideration of the contract/agreement and representation contained herein, the parties agree that the above numbered contract/agreement is modified as follows: <p>On 8/1/2021, the CareerSource Citrus Levy Marion Board of Directors authorized a contract with Customer Driven Staffing. This contract may be renewed annually at the discretion of CSCLM and Customer Driven Staffing. Additionally, CSCLM requires that the rates quoted are valid for at least one calendar year from date of agreement execution. Since Workers Compensation is not required under the terms of the agreement, CSCLM anticipates the rates quoted will be good for a period of time beyond that year. However, CSCLM will consider re-negotiating rates provided the selected entity advises of a request to re-negotiate at least 90 days prior to the date a re-negotiated rate would be effective. Nothing requires CSCLM to re-negotiate and a rate increase may be cause for cancellation of the agreement prior to that date and CSCLM to seek other proposals.</p> <p>This modification changes the end date of the original contract to June 30, 2026. All contracts are reviewed annually. All terms and conditions shall remain the same unless a change is agreed upon by both parties. The annual cost of the agreement is unchanged from 2021-2022 agreement.</p> <p>Attachments: W-9 Contractor Disclosure and Certification</p> <p>Contract PY21-LOA-07 is supported by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$8,200,000.00 with no percentage financed from non-governmental sources.</p>				
Occupation Title /DOT Code/SVP Code	Initial Wage/Hour	Hourly Cost Factor Reimbursement (%)	Hours of Training	Trainee Cost
Title:				Wages:
DOT Code:				Educ:
SVP Code:				Total:
I. This modification is effective on <u>July 1, 2025</u> or the date on which the modification has been signed by both parties, whichever is later. Except as hereby modified, all terms and conditions of said contract /agreement remain unchanged in full force and effect.				
J. The parties hereto have duly executed this Modification and in signing and dating same, thereby validating this modification. The parties also certify that each possesses legal authority to contract and bind their respective organizations in their capacity as a signatory official.				
Approved for Employer/Provider/Contractor:		Approved for CareerSource Citrus Levy Marion		
By: <u>Jason Shephard</u> Digitally signed by Jason Shephard Date: 2025.03.28 10:58:11 -04'00'		By: <u>[Signature]</u>		
Signature		Signature		
<u>Jason Shephard</u>		<u>Thomas E. Skinner, Jr.</u>		
Typed/Printed Name		Typed/Printed Name		
<u>03/28/2025</u>		<u>6/3/2025</u>		
Date		Date		

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FM-CS-021.Rev 3-06-2025



CONTRACTOR DISCLOSURE AND CERTIFICATION

For the purposes of the contract between CareerSource Citrus Levy Marion (Regional Workforce Board)

and Customer Driven Staffing (Contractor), the following disclosure is made:

The principals* and owners* of the contracting entity:

☒ have no relative** who is a member of the board;

☐ have a relative** who is a member of the board, whose name is _____

(See list of board members attached)

There is/is not (circle one) a principal or owner who is a member of the board. If applicable, the principal's or owner's name is _____.

There is/is not (circle one) a principal or owner who is an employee of the board. If applicable, the principal's or owner's name is _____.

*"Principal" means an owner or high level management employee with decision-making authority.

*"Owner" means a person having any ownership interest in the contractor.

***"Relative" means father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, or daughter-in-law. 112.3143(1)(b), Fla. Stat.

I hereby certify that the information above is true and correct.

3/29/25
Date Filed

[Signature]
Signature of Authorized Representative

Daniel Brooks
Printed Name

Branch Mgr
Title

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. CDS Resources, LLC		
	2 Business name/disregarded entity name, if different from above Customer Driven Staffing		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► S <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small> <input type="checkbox"/> Other (see instructions) ►		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) See instructions. 2 Oakwood Blvd Suite 125		Requester's name and address (optional)
	6 City, state, and ZIP code Hollywood, FL 33020		
	7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number								
			-				-	
or								
Employer identification number								
4	6		-	2	4	2	3	6

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ► 	Date ► 1/10/24
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



RECORD OF ACTION/APPROVAL

**Board Meeting
Wednesday, March 12, 2025**

TOPIC/ISSUE:

Approval of 2025-2026 contracts

BACKGROUND:

POINTS OF CONSIDERATION:

Please see the attached Contracts Spreadsheet attached for details. Contracts with Board Member conflicts require approval from 2/3rds of the members present.

STAFF RECOMMENDATIONS:

COMMITTEE ACTION:

BOARD ACTION:

Master Contracts Requiring 2/3rds Vote

1. Citrus County Chamber of Commerce
 - Fred Morgan made a motion to approve the Citrus County Chamber of Commerce contract. John Murphy and Kevin Cunningham previously declared a conflict but were not present. Carl Flanagan declared a conflict and abstained from the vote. Mark Paugh seconded the motion. Motion carried.
2. College of Central Florida
 - Charles Harris made a motion to approve the College of Central Florida contract. Mark Paugh declared a conflict and abstained from the vote. Steven Baham seconded the motion. Motion carried.
3. Marion County School Board
 - Mark Paugh made a motion to approve the Marion County School Board contract. Ben Whitehouse declared a conflict and abstained from the vote. Deb Stanley seconded the motion. Motion carried.

Master Contracts Requiring 2/3rds Vote - OJT, CBT, or Apprenticeship Training Opportunities

4. APEX Insurance Advisors
 - Darlene Goddard made a motion to approve the APEX Insurance Advisors

contract. Brandon Whiteman declared a conflict and abstained from the vote. Theresa Flick seconded the motion. Motion carried.

5. Citrus County BOCC

- Charles Harris made a motion to approve the Citrus County BOCC contract. Steven Baham declared a conflict and abstained from the vote. Edward Suor seconded the motion. Motion carried.

6. A & M Manufacturing

- Brandon Whiteman made a motion to approve the A & M Manufacturing contract. John Hemken declared a conflict and abstained from the vote. Mark Paugh seconded the motion. Motion carried.

7. Lockheed Martin

- Fred Morgan made a motion to approve the Lockheed Martin contract. Jeff Chang declared a conflict and abstained from the vote. Darlene Goddard seconded the motion. Motion carried.

8. Key Training Center

- Edward Suor made a motion to approve the Key Training Center contract. Theresa Flick declared a conflict and abstained from the vote. Steven Baham seconded the motion. Motion carried.

Master Contracts Requiring 2/3rds Vote

9. Nature Coast Business Development Council

- Steven Baham made a motion to approve the Nature Coast Business Development Council contract. Edward Suor and Kim Baxley declared a conflict and abstained from the vote. Theresa Flick seconded the motion. Motion carried.

Contracts Not Requiring 2/3rds Vote – No Conflicts

10. Southern Indiana Works

- Mark Paugh made a motion to approve the Southern Indiana Works contract. Charles Harris seconded the motion. Motion carried.

11. Powell and Jones – Subrecipient Monitoring

- Theresa Flick made a motion to approve the Powell and Jones contract. Angela Juaristic seconded the motion. Motion carried.

12. CD Staffing

- Pete Beasley made a motion to approve the CD Staffing contract. Steven Baham seconded the motion. Motion carried.

13. Region 6 Financial Services Agreement

- Fred Morgan made a motion to approve the Region 6 Financial Services Agreement contract. Al Jones seconded the motion. Motion carried.

14. Underwood and Sloan

- Darlene Goddard made a motion to approve the Underwood and Sloan contract. Charles Harris seconded the motion. Motion carried.

15. Ocala Metro Chamber and Economic Partnership

- Darlene Goddard made a motion to approve the Ocala Metro Chamber and Economic Partnership contract. Mark Paugh seconded the motion. Motion carried.

16. Levy County Schools

- Fred Morgan made a motion to approve the Levy County Schools contract. Mark Paugh seconded the motion. Motion carried.

METRIX LEARNING SERVICES AGREEMENT

THIS AGREEMENT (“Agreement”) is effective as of the date of the last signatory hereto (“Effective Date”), by and between **New York Wired for Education, Inc dba Metrix Learning**, located at 225 E Robinson Street, Suite 570, Orlando, FL 32801, and CareerSource Citrus Levy Marion located at 2703 NE 14th Street, Ocala, FL 34470.

I. DESCRIPTION OF SERVICES –Premier Package

- a. Learning Management System (“LMS”): The Metrix Learning LMS provides user management and delivery of training content. The LMS is accessible 24/7 from any computer with internet access. Features include:
 - i. Dashboards: Easy-to-use customer and administrator dashboards.
 - ii. Career Pathways Tool: Skill assessment and learning plans for ten (10) industry paths, 200+ growth occupations.
 - iii. Certificates of Completion and Badges: Customers are awarded a certificate of completion for passing each course module. Customers can also receive digital badges for completion of bundles of courses.
 - iv. Reporting: There are both automated reports delivered via email monthly, and standard reports accessible in the LMS administrator functions. These reports include registrations, course launches, and completion data.
- b. Customizations: Other customizations not listed as included in the list below will be billed at \$175/hour. Quotes will be provided on estimated hours for approval before any development work begins.
 - i. Premier package included customizations:
 - Organization’s logo on login page and certificate of completion
 - Custom Metrix site URL
 - Custom SkillUp portal URL
 - Self-directed registration form with system default form fields
 - Up to 5 partner locations/groups
 - ii. Examples of additional customizations and/or development billed at hourly rates:
 - Making changes to default system emails
 - Uploading Organization/WDB’s custom course content

- Adding registration form data fields outside of system default fields
 - Creating custom pathways or clusters
 - Bulk editing
 - Customized reports
 - Third-party integrations
- c. Learning Content Licenses: Eligible individuals served by Organization/WDB qualify to receive a one hundred and eighty (180) day license to eLearning content. Each license grants an individual access to take unlimited courses in the assigned content library.
- i. Content licenses included in this contract:
 - Unlimited licenses to Skillsoft Business/Desktop/IT content library
 - Unlimited licenses to TPC Manufacturing/Skilled Trades content library
 - Integrated SHL skills assessments
 - Unlimited IHuddle gamification access
- d. Implementation & Administrator Support: Metrix Learning will conduct periodic reviews with Organization/WDB to address usage, goals, and critiques.
- i. Premier package included services and support:
 - Virtual launch/strategy meeting with key staff.
 - Unlimited administrator accounts to access system reports and edit/add user accounts.
 - 2 virtual training sessions at the start of contract for frontline staff responsible for hosting orientation sessions, delivering services, managing customers, tracking data, etc.
 - 1 refresher training session
 - 5 custom course clusters
 - 5 virtual training sessions for community partners/employers
 - 1 in-person training session for community partners/employers
- e. Outreach services:
- i. Premier package outreach services include:
 - Weekly emails to registered users
 - Email templates, brochure/flier template, and sample social media graphics for Organization/WDB to utilize
 - ii. Podcasts
 - iii. Influencer package

- f. Technical Support: Technical support is available Monday through Friday from 9AM - 5PM EST excluding holidays. Support is available via phone at 518-462-1780 (toll free: 1-844-691-1780) or via email at customersupport@metrixlearning.com.

II. COSTS, SERVICE TERM, AND PAYMENT

- a. Cost: The service described above is at a fixed cost of **\$12,500**.
- b. Service Term: The service term is 12-months: **July 1, 2025, to June 30, 2026**.
- i. Auto-Renewal: Contract will renew automatically upon end date. The renewal service term is 12 months. Organization/WDB must notify Metrix Learning in writing if they do not wish to renew within 60 days of contract.
- c. Payment Terms: A bill will be submitted to Organization/WDB at the contract start for **\$12,500** with payment due within 30 days.

III. AMENDMENTS

- a. Either party upon mutual agreement may modify this Agreement. No modification of this Agreement will be effective unless it is in writing, signed and dated by both parties.

The undersigned parties agree to work together in the manner described.

IN WITNESS WHEREOF, the parties have executed this agreement on the date below.

Kerry Twomey April 11, 2025

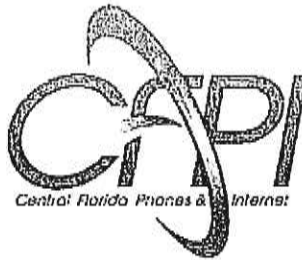
Signature Date

Kerry Twomey, Director, Workforce Development
Name/Title

Signature Date

Rusty Skinner, Chief Operating Officer
Name/Title

Central Florida Phones & Inter
818 NW 27th Avenue
Ocala FL 34475
Phone: 352-414-7599



Alarm Monitoring Agreement

DATE	INVOICE#	CUST#
10/1/2015	0000001160	0000040

BILL TO:

Careersource Citrus Levy Marion
2703 Ne 14th Street
Ocala FL 34470

SHIP TO:

CareerSource Citrus Levy Marion
109 Nw 3rd Ave
Cheifland FL 32626

PO NUMBER	TERMS	SALES PERSON	
Alarm Monitoring	COD		
QUAN	DESCRIPTION	PRICE/EACH	AMOUNT
1.00	<p>Agreement to monitor both Burglar alarms located at CareerSource:</p> <p>Cheifland: 109 NW 3rd Ave Cheifland FL 32626 Lecanto: 715 S. Adolph Pointe Lecanto FL 34461</p> <p>----- Existing Burglar Alarm Agreement with Open/Close Reporting = \$38.00/month (Billed Quarterly) -----</p> <p>Total: \$114 per Quarter</p>	114.00	114.00
TOTAL			\$114.00

Dale French

From: Del Roman <delr@phonesandinternet.com>
Sent: Monday, October 12, 2015 10:27 AM
To: Dale French
Cc: Kayla McKnight
Subject: RE: Fourth Quarter Alarm Monitoring with CFPI

Good morning Dale,

The alarm monitoring agreement is setup on a quarterly billing schedule.

Month to Post	
January	First Quarter: January, February, March
April	Second Quarter: April, May, June
July	Third Quarter: July, August, September
October	Fourth Quarter: October, November, December

Feel free to call me if you have any questions at 352-414-7599

Wish you a wonderful week,

Del Roman

Central Florida Phones & Internet

www.phonesandinternet.com

delr@phonesandinternet.com

Office – 352-414-7600

Electrical Division – 352-414-7599



From: Dale French [<mailto:dfrench@careersourceclm.com>]
Sent: Monday, October 12, 2015 10:13 AM
To: Del Roman <delr@phonesandinternet.com>
Cc: Kayla McKnight <Kayla@phonesandinternet.com>
Subject: RE: Fourth Quarter Alarm Monitoring with CFPI

Del,

Can you also e-mail me a billing schedule?

From: Del Roman [<mailto:delr@phonesandinternet.com>]

Sent: Thursday, October 01, 2015 4:08 PM

To: Dale French

Cc: Kayla McKnight

Subject: Fourth Quarter Alarm Monitoring with CFPI

Mr. French,

For your records, enclosed you will find the alarm agreement as requested.

Whenever you are ready, Kayla can provide you with an updated W9.

Please feel free to contact us with any questions at 352-414-7599 or info@phonesandinternet.com.

Thank you for your time and wish you a wonderful week,

Del Roman

Central Florida Phones & Internet

www.phonesandinternet.com

delr@phonesandinternet.com

Office – 352-414-7600

Electrical Division – 352-414-7599





MAYRA CARRION
CLM WORKFORCE CONNECTION
2703 NE 14TH ST
OCALA, FL 34470



Dear Valued Customer,

Thank you for continuing to trust Iron Mountain with your storage and information management needs. Due to continued extraordinary economic market conditions, we are compelled to increase our rates in order to continue to offer the world-class services on which you have come to depend. Your new Iron Mountain Pricing Schedule (Schedule A) is enclosed and outlines your updated rates for Records Management storage and services, effective February 1, 2023.

Our customers rely on us to protect what they value and help unlock its potential. This is why we strive to continuously improve your customer experience, providing you with industry-leading solutions and services tailored to your business needs:

- **Transformative Solutions:** Our investments are leading the way in bridging the gap between physical and digital information.
 - With **Iron Mountain InSight®**, our information management and content services platform, we help automate your document-centric processes and put your data to work so you can make informed business decisions.
 - With our **Image on Demand (IOD)** service, we provide quick, contactless digital delivery enhancing your chain of custody, security and safety.
- **Sustainability:** Environmentally-conscious information management is possible. We create innovative business solutions that make a positive environmental and social impact and ensure we do business with integrity and in a way that creates value for all of our stakeholders.
- **Industry Knowledge:** Leave the research to us. We stay current on the latest industry trends and regulatory changes, making it easy for you to find what you need. Our comprehensive InfoGoTo site - <http://infogoto.com> offers you a robust catalog of knowledge and advice from industry thought leaders.

Looking to do more? Our Customer Support and Information Center is your 24/7 resource where you have the personalized flexibility to manage your account, pay your bill, and view helpful FAQs. You can also learn more information on storage and service descriptions, terminology, and billing protocols. Please visit us at: <https://www.ironmountain.com/support>.

Thank you for your business and for placing your trust in Iron Mountain. If you have any questions or require additional information, please reach out to us at: askcustomerservice@ironmountain.com

Regards,

Amado Cabrera
Territory Business Director

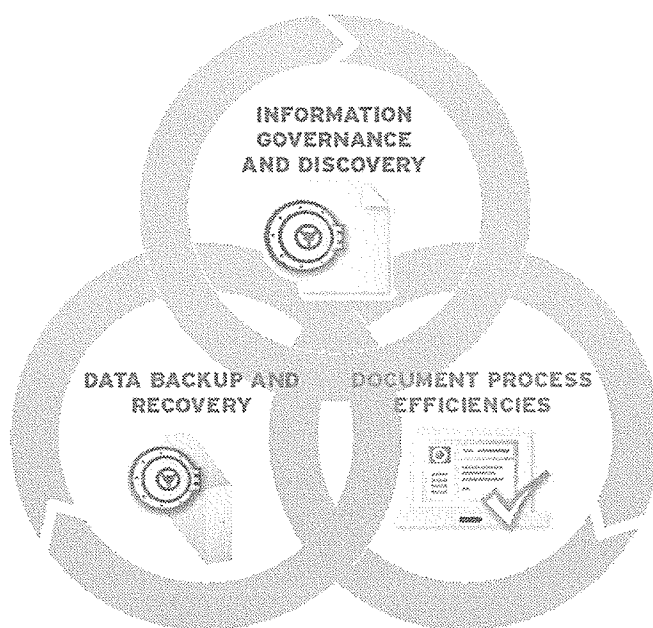


Iron Mountain Overview

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. The company's solutions enable customers to protect and better use their information — regardless of its format, location or lifecycle stage — so they can optimize their business and ensure proper recovery, compliance and discovery. Founded in 1951, Iron Mountain manages billions of information assets, including business records, electronic files, medical data, emails and more for organizations around the world. Visit www.ironmountain.com or follow the company on Twitter at www.twitter.com/IronMountain for more information.

Solution Categories

Iron Mountain offers a comprehensive array of information management solutions that help companies reduce costs, risks and inefficiencies associated with managing their paper and digital data.



Information Governance and Discovery

- Records Management
- Secure Shredding
- Federal Records Storage
- Compliant Records Management
- Compliant Information Destruction
- Health Information Services
- Medical Image Archiving
- Film and Sound Archives
- Fulfillment Services
- Energy Data Services

Data Backup and Recovery

- Offsite Tape Vaulting Services
- Online Vaulting Services, including:
 - Server Backup powered by Autonomy LiveVault
 - PC Backup powered by Autonomy Connected
- Data Restoration Services
- Consulting Services
- Value Added Services, including:
 - Disaster Recovery Testing
 - Library Moves
 - Media Destruction

Document Process Efficiencies

- Document Management Solutions
- Business Process Management



Renewal Schedule A:

PROGRAM PRICING SCHEDULE

Records Management

This Records Management Pricing Schedule is incorporated into and made part of the Customer Agreement ("Agreement") between Iron Mountain Information Management, LLC., (the "Company" or "Iron Mountain") and CLM WORKFORCE CONNECTION, (the "Customer").

Please see our Customer Information Center at cic.ironmountain.com for a Glossary with definitions of the terms used in this Pricing Schedule and more detail regarding our services, standard processes, and billing practices. In addition, restrictions apply to volume and/or stated timeframes for some service transaction types and these may be found in the Glossary under each service type.

This Records Management Pricing Schedule supersedes and terminates any prior Records Management Pricing Schedule and/or Schedule A existing between Iron Mountain and the Customer for the accounts noted below. All other Records Management services not specifically listed on this Schedule A will be charged at Iron Mountain's then current rates.

CLM WORKFORCE CONNECTION

District Name/Number: Gainesville / FG | AFL9Z

Effective Date: February 1, 2023



Pricing for Core Services

STANDARD STORAGE AND SERVICES (see http://cic.ironmountain.com/records/glossary for service definitions)		
DESCRIPTION	EFFECTIVE PRICE	PER
■ Carton Storage	\$1.235	Cubic Foot
■ Receiving and Entry - Carton	\$3.99	Carton
■ Regular Retrieval - Carton	\$6.76	Carton
■ Regular Retrieval - File from Carton	\$9.12	File
■ Regular Refile - Carton	\$6.76	Carton
■ Regular Refile - File to Carton	\$9.12	File
■ Archival Destruction – Carton	\$12.06	EA plus Regular Retrieval and Handling Charges
■ Open Shelf Storage	\$2.408	Linear Foot
■ Open Shelf Storage - X-Ray	\$3.637	Linear Foot
■ Receiving and Entry - Open Shelf File	\$15.39	Linear Foot
■ Regular Retrieval - File from Open Shelf	\$8.36	File
■ Regular Refile - File to Open Shelf	\$8.36	File
■ Archival Destruction - Open Shelf	\$7.95	File plus Regular Retrieval Charge
■ Standard Delivery	\$66.00	Visit plus Handling Charge
■ Regular Pickup	\$66.00	Visit plus Handling Charge
■ Handling Charge	TBD	Carton
■ RFID T Label	TBD	Each
■ RFID Z Label	TBD	Each
■ File Tracking Storage	TBD	Each

PREMIUM STORAGE & SERVICES (see http://cic.ironmountain.com/records/glossary for service definitions)		
DESCRIPTION	EFFECTIVE PRICE	PER
■ Rush Retrieval - Carton	\$30.23	Carton
■ Rush Retrieval - File from Carton	\$30.23	File
■ Regular Interfile - Carton	\$20.04	Each
■ Trip Charge, Metro	\$81.00	Visit plus Handling Charge
■ Trip Charge, Metro NY	\$86.00	Visit plus Handling Charge
■ Trip Charge, Zone 2	\$86.00	Visit plus Handling Charge
■ Trip Charge, Zone 3	\$102.00	Visit plus Handling Charge
■ Trip Charge, Zone 4	\$116.00	Visit plus Handling Charge
■ Rush Delivery - Business Day	\$178.20	Visit plus Handling Charge
■ Rush Delivery - After Hours	\$363.00	Visit plus Handling Charge
■ Rush Pickup - Business Day	\$178.20	Visit plus Handling Charge
■ Archival Destruction – File from Carton	\$13.83	File plus Regular Retrieval and Handling Charges
■ Rush Retrieval - File from Open Shelf	\$19.12	File
■ Regular Interfile - Open Shelf	\$14.82	Each
■ Miscellaneous Services - Labor	\$119.72	Hour
■ Re-Boxing Charge	\$9.09	Labor plus New Carton Cost
■ Re-Lidding Charge	\$2.65	Labor plus New Lid Cost

* Trip charges are applied in accordance with the transportation policy found here: <http://cic.ironmountain.com>.

TBD: To be determined, call for quote



OTHER PROGRAM FEES (see <http://cic.ironmountain.com/records/glossary> for service definitions)

DESCRIPTION	EFFECTIVE PRICE	PER
■ Administrative Fee (Summary Billing)	\$74.95	Account ID per Month
■ Administrative Fee (Detailed Billing)	\$124.95	Account ID per Month
■ Fuel Surcharge	*	Transportation Visit

*A Fuel Surcharge is applied monthly based upon changes in the price of diesel fuel as published by the US Department of Energy. This charge is calculated monthly and included as a percentage of transportation related service charges. The current monthly Fuel Surcharge information can be found at <http://cic.ironmountain.com/FuelSurcharge>.

Custom Pricing

CUSTOM STORAGE & SERVICES (see <http://cic.ironmountain.com/records/glossary> for service definitions)

DESCRIPTION	EFFECTIVE PRICE	PER
■ Individual Listing	\$1.05	File
■ Open Shelf Individual Listing	\$1.89	File
■ Storage Minimum	\$215.00	Month
■ Minimum Service Order Charge	\$44.12	Order
■ Permanent Withdrawal - Carton	\$4.25	EA plus Regular Retrieval and Handling Charges
■ Permanent Withdrawal - File from Carton	TBD	File plus Regular Retrieval and Handling Charges
■ Permanent Withdrawal - Open Shelf	\$9.13	File plus Regular Retrieval Charge
■ Outside Courier/Customer Representative Handling	\$13.96	Each
■ Computer Record Change - Ind File	\$1.30	Each

Image on Demand Services (see <https://www.ironmountain.com/support/how-it-works> for service definitions)

DESCRIPTION	EFFECTIVE PRICE	PER
■ Image on Demand – Digital Images Scanned (in excess of the first 50 images)	\$0.390	Image
■ Image on Demand – Imaging Minimum (includes first 50 images)	\$31.00	Order
■ Image on Demand – Hourly Labor	\$94.01	Hour

Note: Prices are reflective of services not included in the quoted activity caps.

Note: Image on Demand is not available in all markets. If the customer's requirements differ from those described in Image on Demand – Overview within the Glossary of the Customer Information Center (<https://www.ironmountain.com/support/how-it-works/records-management/glossary>), then custom services are available and must be described in an agreed upon statement of work.

Additional Services beyond those listed in this Pricing Schedule are available. For service descriptions, please go to Additional Services at cic.ironmountain.com/additionalservices.

TBD: To be determined, call for quote





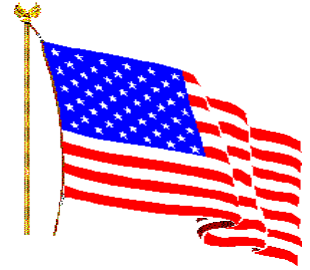
Powers Protection Inc.

3447 E Gulf to Lake Hwy

Inverness, Fl. 34453

(352) 746-3500

EF200001673



Burglar Alarm Service Pricing

We offer free estimates- contact us today!

Have an existing alarm system? We can take over most alarm systems monitoring for little to no additional cost. No service fee for signing up for monitoring.

Monthly Rates for Burglar Alarm Monitoring:

Monitoring is billed quarterly in advance. Receive one month free when you pay for the year in full. No long term contracts.

- Via land line: \$17.00/ month
- Cellular Monitoring: \$25.00/ month
- Alarm.com Interactive: \$35.00/ month
- Fire alarm monitoring via land line: \$35.00/month
- Fire alarm cellular monitoring: \$50.00/month

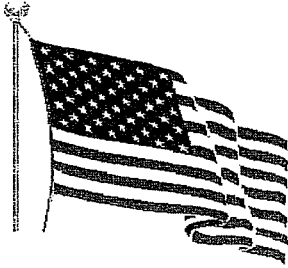
Additional charges for services or repairs:

- Trip Charge during normal business hours of Monday - Friday 8:30am – 4:30pm: \$110.00- includes the first hour of service. Each additional hour is \$110.00/ hour billable in 15-minute increments.
- Service/ Install that requires 2 technicians during normal business hours: \$150.00/ hour
- Emergency Trip Charge after normal business hours and on weekends: \$175.00- includes the first hour on the job site. Each additional hour is \$175.00/ hour billable in 15 minute increments.
- This does not include prices for any equipment needed for repair.

Main panel batteries last approximately 3-5 years

- \$40.00 + tax for 12v 7AH battery

Prices are subject to change.



POWERS PROTECTION INC.

4250 W MALALUKA CIRCLE

CITRUS SPRINGS, FL. 34433

352-746-3500

EC13003424

Proposal Submitted to:

Career Source Citrus, Levy, Marion
2175 NW 11th Drive
Chiefland, Fl. 32626

Attention: Dale French

We hereby submit specification and estimates for:

Monitoring of Burglar Alarm System with a UL Certified monitoring station:

Monitoring of Burglar Alarm System through a landline telephone:

\$15.00 per month

Customers that pay for the year in full will receive one month free.

Additional charges for service and repairs:

Trip Charge during normal business hours of Monday thru Friday 9:00am – 5:00 pm: \$75.00

Emergency Trip Charge after normal business hours and on weekends: \$115.00

This will include the first hour on the job site.

Additional hours will be charged at \$75.00 per hour during normal business hours

and \$90.00 an hour after normal business hours and on weekends

This does not include prices for any equipment needed for repair.

Prices are subject to change; any changes in the current prices will be submitted to customer prior to inspection or services

Monitoring is renewed on a month to month basis. A long term contract is not required; customer may cancel in writing at any time.

Date of acceptance: 10/18/17

Acceptance signature:

Kathleen Woodruff

License # EC13003424

ALARM MONITORING AGREEMENT

CUSTOMER INFORMATION

Career Source CLM - Levy Location
CORPORATE, BUSINESS, PARTNERSHIP OR RESIDENT'S NAME

2175 NW 11th Drive

Chiefland FL 32620
CITY STATE ZIP

45 Hwy 19 Levy
CROSS STREET Ert COUNTY

352-877-7939 1464 Cleoounta Carter
CLM.COM
TELEPHONE EMAIL

PLEASE CIRCLE:

LOCATION TYPE: RESIDENTIAL / COMMERCIAL

TEST: MONTHLY / DAILY / WEEKLY

2 WAY VOICE: YES / NO

OPEN/CLOSE REPORT: YES / NO

SUPERVISED OPEN/CLOSE: YES / NO

MONITORED SMOKE DETECTORS: YES/NO
e 3003 SW College Rd. Suite 205
Ocala FL 34474
BILLING ADDRESS

IN SERVICE DATE: _____ / _____ / _____

ACCOUNT #: _____

FORMAT: _____

CONTROL PANEL: _____

PASSCODE: Charcoal

DURESS: N/A Panic Button

SPECIAL INSTRUCTIONS:

KEYHOLDER INFORMATION

NAME OF CONTACT:

TELEPHONE NUMBER:

1. Barbara Allen
2. Cindy LeCours
3. Earl Beegle

352-226-7349
407-416-8542
678-427-2274

LOCAL 911 # _____

COUNTY Levy

[illegible]

THIS MONITORING AGREEMENT IS SUBJECT TO ALL TERMS AND CONDITIONS OF "CENTRAL OFFICE MONITORING CONTRACT". CUSTOMER AGREES TO SUBSCRIBE FOR ALARM MONITORING SERVICE FOR A PERIOD OF ONE MONTH TO COMMENCE FROM THE IN SERVICE DATE ABOVE. THIS AGREEMENT WILL AUTOMATICALLY RENEW MONTH TO MONTH THEREAFTER ON THE IN SERVICE DATE UNLESS CANCELLED IN WRITING 15 DAYS PRIOR TO RENEWAL DATE. MONITORING CHARGES MAY BE INCREASED WITH 30 DAYS WRITTEN NOTICE. ANY CHANGES OR CORRECTIONS MUST BE MADE IN WRITING TO POWERS PROTECTION, INC.

CUSTOMER SIGNATURE: Kathleen Woodring DATE: 10/18/17

NOTICE OF CANCELLATION

Alarm Company to enter date of transaction

DATE

Career Source Citrus, Hwy, Marion

CUSTOMER NAME

2173 NW 11th Drive, Cheifland, Fl 32628

CUSTOMER ADDRESS

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED.

IF YOU CANCEL, YOU MUST MAKE AVAILABLE TO THE SELLER AT YOUR RESIDENCE, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE, OR YOU MAY IF YOU WISH, COMPLY WITH THE INSTRUCTIONS OF THE SELLER REGARDING THE RETURN SHIPMENT OF THE GOODS AT THE SELLER'S EXPENSE AND RISK.

IF YOU DO MAKE THE GOODS AVAILABLE TO THE SELLER AND THE SELLER DOES NOT PICK THEM UP WITHIN TWENTY DAYS OF THE DATE OF YOUR NOTICE OF CANCELLATION, YOU MAY RETAIN OR DISPOSE OF THE GOODS WITHOUT ANY FURTHER OBLIGATION. IF YOU FAIL TO MAKE THE GOODS AVAILABLE TO THE SELLER, OR IF YOU AGREE TO RETURN THE GOODS TO THE SELLER AND FAIL TO DO SO, THEN YOU REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THE CONTRACT.

TO CANCEL THIS TRANSACTION, MAIL BY CERTIFIED MAIL OR REGISTERED MAIL A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, TO: POWERS PROTECTION, INC., 4250 W. MALALUKA CIRCLE, CITRUS SPRINGS, FL 34433.

NOT LATER THAN MIDNIGHT OF

Alarm Company to enter date by which buyer must give notice of cancellation.

I HEREBY CANCEL
THIS TRANSACTION

Date of Cancellation to be entered by buyer

Kathleen Woodbury

Buyer's Signature

COPY OF THIS FORM RECEIVED BY
BUYER ON DATE OF TRANSACTION

Buyer Initial to acknowledge receipt of this form

CENTRAL OFFICE MONITORING CONTRACT

Agreement dated _____ by and between POWERS PROTECTION, INC. (hereinafter referred to as "POWERS" or "ALARM COMPANY") and Career Source Citrus, Levy, Marion (hereinafter referred to as "Subscriber" or "Buyer"). Premises where communication software and security equipment is installed: 2175 DuD 11th Drive Chiefland Phone: _____

WHEREAS, Subscriber owns an electronic security system and desires central office monitoring service, the parties agree as follows:

1. COMMUNICATION SOFTWARE REMAINS PERSONAL PROPERTY OF POWERS. POWERS shall lease, instruct Subscriber in the proper use of the security system, install, program and service in the premises of the Subscriber, communication software, which together with lawn signs and decals, shall remain the sole personal property of POWERS and shall not be considered a fixture or a part of the realty, and Subscriber shall not permit the attachment thereto of any apparatus not furnished by POWERS. If the communication equipment is part of the instrument panel then the chip or software programmed to transmit a signal shall be leased, remain POWERS's property, and all reference in this agreement to the communication software shall be deemed to read chip or software. Passcode to CPU software remains property of POWERS. Provided Subscriber performs this agreement for the full term thereof, upon termination POWERS shall at its option provide to Subscriber the passcode to the CPU software or change the passcode to the manufacturer's default code.

2. DESCRIPTION OF SERVICE AND EQUIPMENT VALUE: value of installed software is: \$ _____

Initial service provided: ☒ Monitoring _____ Guard Response _____ Radio or Cellular Backup _____ High Speed Internet Monitoring
Approximate date of installation: _____ Estimated date for completion: _____

3. INSTALLATION, RENTAL, AND SERVICE CHARGES: Subscriber agrees to pay POWERS:

(a) The sum of \$ 10.00, plus tax for the installation of the communication software and equipment. The balance of payments for the term of this agreement is due upon execution of this agreement. For the convenience of the parties and so long as there is no default in payments, Subscriber may make the payments as provided in 3(b).
(b) The sum of \$ 15.00, plus tax, per month, payable 90 days in advance for the rental, monitoring and servicing of the communication software for the term of this agreement commencing on the first day of the month next succeeding the date hereof, and continuing monthly thereafter, all payments being due on the first of the month.

4. TERM OF AGREEMENT: RENEWAL INCREASE: The term of this agreement shall be for a period of 1 months and shall automatically renew month to month thereafter under the same terms and conditions, unless either party gives written notice to the other by certified mail, return receipt requested, of their intention not to renew the contract at least 30 days prior to the expiration of any term. POWERS shall be permitted, from time to time to increase the monitoring charge by an amount not to exceed nine percent each year and Subscriber agrees to pay such increase as invoiced.

5. CENTRAL OFFICE MONITORING: Upon receipt of a signal from the communication software, POWERS or its designee communication center shall make every reasonable effort to notify Subscriber and the appropriate municipal police or fire department. Subscriber acknowledges that signals transmitted from Subscriber's premises directly to municipal police or fire departments are not monitored by personnel of POWERS or POWERS's designee communication center and POWERS does not assume any responsibility for the manner in which such signals are monitored or the response, if any, to such signals. Subscriber acknowledges that signals which are transmitted over telephone lines, wire, air waves or other modes of communication pass through communication networks wholly beyond the control of POWERS and are not maintained by POWERS and therefore, POWERS shall not be responsible for any failure which prevents transmission signals from reaching the central office monitoring center or damages arising therefrom. Subscriber agrees to furnish POWERS with a written list of names and telephone numbers of those persons or entities who wish to receive notification of alarm signals. All changes and revisions shall be supplied to POWERS in writing. Subscriber authorizes POWERS to access the control panel to input or delete data and programming. If the equipment contains listening devices permitting central office to monitor sound then upon receipt of an alarm signal central office shall monitor sound for so long as central office in its sole discretion deems appropriate to confirm an alarm condition. If Subscriber requests POWERS to remotely activate or deactivate the system, changes combinations, openings or closings, or re-program system functions, Subscriber shall pay POWERS \$50.00 for each such service. POWERS may without prior notice, suspend or terminate its services, in central station's sole discretion, in event of Subscriber's default in performance of this agreement or in event central station facility or communication network is nonoperational or subscriber's alarm system is sending excessive false alarms. Central station is authorized to record and maintain audio and video transmissions, data and communications, and shall be the exclusive owner of such property.

6. NO WARRANTIES OR REPRESENTATIONS: SUBSCRIBER'S EXCLUSIVE REMEDY: POWERS does not represent nor warrant that the security equipment and central office monitoring will prevent any loss, damage or injury to person or property, by reason of burglary, theft, hold-up, fire or other cause, or that the security equipment will in all cases provide the protection for which it is installed or intended. Subscriber acknowledges that POWERS is not an insurer, and the Subscriber assumes all risk for loss or damage to Subscriber's premises or its contents. POWERS has made no representations or warranties, and hereby disclaims any warranty of merchantability or fitness for any particular use. Subscriber's exclusive remedy for POWERS's default hereunder is to require POWERS to repair or replace, at POWERS's option, any equipment covered by this agreement which is non-operational.

7. EXCULPATORY CLAUSE: Subscriber agrees that POWERS is not an insurer and no insurance coverage is offered herein. The security equipment is designed to reduce certain risks of loss, though POWERS does not guarantee that no loss will occur. POWERS is not assuming liability, and, therefore shall not be liable to Subscriber for any loss, personal injury or property damage sustained by Subscriber as a result of burglary, theft, hold-up, fire, equipment failure, smoke, or any other cause, whatsoever, regardless of whether or not such loss or damage was caused by or contributed to by POWERS's negligent performance, failure to perform any obligation or strict products liability. Subscriber releases POWERS from any claims for contribution, indemnity or subrogation.

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS OF THIS CONTRACT. READ THEM BEFORE YOU SIGN THIS CONTRACT. BUYER ACKNOWLEDGES RECEIVING A FULLY EXECUTED COPY OF THIS CONTRACT AT TIME OF EXECUTION.

POWERS PROTECTION, INC:

By: [Signature]

Subscriber Agrees to have its credit card automatically charged for all charges under this contract.

Credit Card #: _____

Security Code: _____

Expiration Date: _____

☐ Mastercard ☐ Visa ☐ American Express
Cardholder's Name (as it appears on credit card): _____

Billing Address: _____

Zip Code: _____

Residence Address _____

CONSUMER'S RIGHT OF CANCELLATION--NOTICE OF CANCELLATION OR YOU MAY CANCEL THIS CONTRACT WITHOUT ANY PENALTY OR OBLIGATION WITHIN 3 BUSINESS DAYS FROM THE ABOVE DATE BY CERTIFIED OR REGISTERED MAIL, AND RECEIVE A FULL REFUND OF ALL PAYMENTS MADE TO POWERS. YOU MAY ALSO CANCEL THIS CONTRACT IF UPON A DOCTOR'S ORDER YOU CANNOT PHYSICALLY RECEIVE THE SERVICES OR YOU MAY CANCEL THE CONTRACT IF THE SERVICES CEASE TO BE OFFERED AS STATED IN THE CONTRACT. IF YOU CANCEL THE CONTRACT FOR EITHER OF THESE REASONS, POWERS MAY KEEP ONLY A PORTION OF THE CONTRACT PRICE EQUAL TO A PRO RATA PORTION OF THE TOTAL PRICE REPRESENTING THE PROPORTION OF SERVICES YOU USED OR COMPLETED, PLUS THE COST TO POWERS OF ANY RELATED GOODS WHICH YOU HAVE CONSUMED OR RETAINED. THIS CONTRACT OR NOTE IS FOR FUTURE CONSUMER SERVICES AND PUTS ALL ASSIGNEES ON NOTICE OF THE CONSUMER'S RIGHT TO CANCEL UNDER CHAPTER 2-18, FLORIDA ADMINISTRATIVE CODE.

Subscriber Career Source Citrus, Levy, Marion

Kathleen L. Woodruff
(Print Full Name) Social Security Number _____

44444444
Address Social Security Number _____

Tax ID: SSN or EIN: _____ Type and jurisdiction of organization and ID, if any
The undersigned personally guarantees subscriber's performance of this agreement
Kathleen L. Woodruff Social Security Number _____
Signature (Name must be printed below)

June 30, 2022

To our valued clients:

Like all businesses in today's economic climate we are experiencing cost increases from all directions. Labor costs continue to rise, equipment costs are increasing (in some cases daily), and general overhead costs such as insurance premiums and electric bills are at an all time high. Since these trends began shortly after the start of the Covid pandemic we have been taking measures to avoid having to implement a rate increase to our clients, while at the same time continuing to service our client's needs without interruption.

While we continue with these efforts to tighten our belt and run as lean as possible without sacrificing servicing your needs; we are currently in the position of having to institute a rate increase in order to keep pace with the rising cost of doing business in this inflationary climate. You will begin seeing an 8% increase to all monitoring, inclusive maintenance, cloud accounts, and cellular internet service plans. Labor rates, outside of any inclusive maintenance plan, are currently \$125/hour for scheduled service calls during business hours (M-F, 8am – 5pm). Emergency Service labor rates outside of business hours are \$175/hour. Holiday labor rates are \$200/hr.

Sonitrol of North Central Florida has not had to implement an across the board rate increase since opening our doors in 2004. We will be making every effort at doing our part in keeping our rates as stable as possible moving forward. Please know that it is not an option to reduce our response to our client's needs in order to save costs.

Thank you for your attention and understanding.

Walter Conrad, President
Sonitrol of North Central Florida