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October 9, 2020

I am Tommy Carswell and as employee of the Lee County, Alabama Emergency Communications District in Opelika, Alabama, I was the LCSO Zetron Console Upgrade project manager. Please let this letter serve as a commendation for the exceptional work done by your employees; namely, Halley Barba, Gulf States Territory Manager, and Joel Ramos, Installation Supervisor. Furthermore, let me say that our experience with all others: Emily Houston, Jeanine Smith, Natalie Cahill, and Kat Goodloe was very responsive.

Earlier this year my agency partnered with Zetron to upgrade console equipment and furniture. Zetron, thereby, partnered with your company to provide console furniture. Halley Barba was heavily involved from taking measurements, observing the installation process, offering information and advice, re-visiting to see the result of the Xybix work effort, and in planning of the future upgrade of another PSAP.

There is no doubt it was your entire staff that made our experience with Xybix exceptional, including Ms Smith (and others) when we needed additional cables, and I cannot compliment you enough for the way Ms Barba worked with us and made changes as needed. Seemingly every problem, situation, or consideration was easily resolved by Halley. She remained in constant contact with us to ensure we had everything needed and that the installation was meeting our expectations. Alas, we even had a last-minute change to the configuration of the communications room and because of Ms Barba and Ms Houston working so well together, we received a painless solution. I would be remiss not to say that the diagrams provided by Ms Barba and Ms Houston are a work of art. In fact, these diagrams served as a template throughout the project for others.

Joel Ramos and Halley Barba are now friends, allies, and a resource for our agency. Joel was very proficient in his work, easy to work with, and offered me knowledge and advice that I will use toward future upgrades of other PSAPs.

In closing this project was overwhelming, but your staff allayed much of my angst. Please thank everybody involved in the success of this project, especially Ms Barba. I am confident that Ms Barba is poised to help us with future projects.

Rest assured that my involvement with future PSAP upgrades will be accompanied by the demand to have Xybix console furniture. On behalf of my director, Mr Bill Meadows, we could not be any happier with the product and service provided by Xybix Systems, Inc.

With regards,

A handwritten signature in blue ink that reads "Tommy Carswell".

Tommy Carswell

CC: Mr Bill Meadows, Director Lee County E-911
Mr David Blaquiere, Gulf Sates Territory Manager

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