

## **Alcorn County Website Reference**

The AIS Team provided excellent customer service and we consider them a valued partner. They drove more than 13 hours on a moment's notice to assist my agency. The AIS Team went way above and beyond. On April 22, 2017, Region Two of the Mississippi Emergency Management Agency located in the northeast corner of Mississippi was scheduled to hold a functional exercise. Prior to the exercise, Alcorn County Emergency Management tested all the equipment it would be using. The County's interoperable communications device, TalkBox, the first generation of AIS' CORE was tested and was not working. The device was eight (8) years old and had never been a problem. Obviously, there was no warranty, however the AIS team has always been responsive whenever we had any questions. AIS was contacted and we attempted to troubleshoot the issue virtually. Unable to resolve the issue virtually, AIS sent three (3) engineers to our location to address the issue solve and brought a back-up device in case they were unable to resolve the problem. The problem was quickly identified and it did not involve the equipment, but a problem with a cellular SIM card. The AIS team also stayed for the exercise to ensure we had no further problems. Exercising interoperable communications during the exercise was a success. Even though the TalkBox (first-generation CORE) had not been updated to the most current technology, it still functioned flawlessly. CORE enabled exercise participants to communicate across platforms.