

COMMunity

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A News Bulletin from **WILLIAMS COMMUNICATIONS, INC.**

WCI UPCOMING EVENTS

• Florida Sheriffs Association (FSA) Conference

WCI is looking forward to meeting with the Florida Sheriffs and their staff at the upcoming Florida Sheriffs Association's mid-winter conference, being held Feb. 10 – 13 in St. Augustine, Fla. Look for WCI during the vendor hall presentations to learn more about the products and services we have to offer.

• Tyco Electronics' Wireless Network Solutions 2008 Channel Partner Business Meeting

Every year TYCO Electronics (M/A-COM) holds its Annual Channel Partner Business Meeting to bring together all the M/A-COM partners and showcase new products and innovative solutions for the future of radio communication systems. WCI staff will be attending the conference, being held Feb. 25 – 29 in Las Vegas, Nev.

During the Channel Partner Business Meeting, WCI staff also takes advantage of the International Wireless Communications Expo (IWCE). The expo consists of more than 350 industries and communications IT professionals who come together to share thoughts and ideas on wireless communication technologies. This opportunity provides WCI staff with knowledge on a variety of communication tools and accessories.

Look for more exciting information on these events in our next newsletter.



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A Worthy Cause for the Holiday Season

- WCI Contributes to the Tallahassee Community -

This past holiday season, WCI employees decided to give to a local charity. Many staff members generously donated presents to Tallahassee's Christmas Connection. The presents were brought to the program's main warehouse to organize and prepare for distribution to families in Tallahassee and other surrounding counties.

"The holiday season always opens people's hearts," stated AJ Smith, WCI's coordinator for the Christmas Connection donations. "Our team really came together to help support the less fortunate families in our area. When we delivered the gifts to the families we were touched by their smiles and appreciation for the gifts we brought into their homes."



Volunteers gather in the main Christmas Connection warehouse to gear up for deliveries before Christmas Day.

Thousands of Leon County residents participated in the 2007 Christmas Connection effort. To find out more about the charity, visit their Web site at www.thechristmasconnection.org.

A New Year Means New Beginnings for Okaloosa County

- Okaloosa County Kicks off 2008 with a Big Bang Communications System -

For the past few years, Okaloosa County has been contemplating a new radio communication system. With a lack of interoperability and a vast array of natural disasters, Okaloosa County has had its share of detrimental weather, proving its critical need for reliable communications.

WCI's relationship with Okaloosa County began nearly a decade ago when changes were being made to the current conventional radio dispatch center. WCI helped Okaloosa County to improve its dispatch center by providing new conventional consoles to emergency management. Approximately two years ago, Okaloosa began exploring the option of migrating toward the Statewide Law Enforcement Radio System (SLERS). With antiquated technology comprised of miscellaneous VHF and UHF frequencies, Okaloosa County's hands were tied and they were unable to communicate effectively with other agencies within their own county. Not only did they lack interoperability within the county, but they also did not have an operable communication system.

The Okaloosa Communications Project involves more than 25 county and city agencies. Initially, 115 Okaloosa County users joined SLERS. Plans are being made now to add 350 users in Phase II and up to 500 users (depending on growth) in Phase III of the project. The system upgrade includes new consoles, control stations, and mobile and portable radios using the digital 800 MHz SLERS system. Okaloosa County has purchased both 800 MHz radios and some 700/800 MHz dual-band radios, all capable of utilizing SLERS and P25.

Fortunately for Okaloosa County there are a number of neighboring, local agencies which also are using SLERS, not to mention the additional state and federal agencies which are already connected to SLERS.

Since the inception of SLERS, WCI has been responsible for bringing Baker, Union, Levy, Gulf, Franklin, Okaloosa and Walton Counties onto the system. "We have brought on seven of the nine counties currently using SLERS," stated Hilarie Williams-Geraldi, lead sales team member for

Please see **Okaloosa Co., p. 3**

Benefits of Preventive and Extended Warranty Maintenance

- Are you taking the right steps to preserve your radio? -

While many people understand the benefits of preventive maintenance, WCI wants to remind its consumers of its importance. Because WCI wants you to have the best radio communication experience, we ask that you take a little time to care for your radio.

WCI is staffed with a number of radio technicians located throughout Florida, including offices in Tallahassee, Crestview and Jacksonville. On-site staff is available daily and has built an exceptional reputation for speedy turn-around time and spectacular customer service.

Annual preventive maintenance and extended warranty maintenance agreements are offered on all radios WCI sells, usually after the manufacturer's maintenance agreement expires. For your convenience, following is an explanation of the difference between these two agreements.

Preventive Maintenance Agreement Includes:

A physical inspection for portables, consisting of knobs, switches, buttons, keypads, screws, accessory connections and more. As for mobiles, the inspection includes knob, switches, keypad, display and lens, DC power connectors, case and chassis integrity, screws, antenna connec-

tion on vehicle, etc. Many inspections, along with a radio measurements inspection, are also included. These measurements are performed on both portables and mobiles and include confirmation of frequency to be in optimum performance, power, deviation, sensitivity and squelch. No parts are covered under the agreement.

The preventive maintenance agreement can be added to an extended warranty maintenance agreement.

Extended Warranty Maintenance Agreement Includes:

An extended warranty maintenance agreement becomes an option once the warranty from the manufacturer expires. For example, when you buy a M/A-COM radio, it is under warranty for one year. An extended warranty maintenance agreement can be purchased at the end of the manufacturer's warranty. This agreement is most beneficial to WCI customers because it is an inexpensive way to cover inside radio parts that may become faulty. When you consider the nominal fee for a one year maintenance contract, it only makes sense to have one. For those radios that do not have maintenance agreements, the cost for the internal radio components, along with the time to repair the radios, will generally exceed the annual fee.

Lab technician confirms the frequency performance of a portable radio



...and performs testing.

If you haven't already signed up for an annual maintenance agreement with WCI, we urge you to consider the opportunity. When it comes to radio prevention and repairs, don't hesitate to call on WCI's technicians to get the job done accurately and efficiently. Contact one of our staff members to discuss your warranty pricing and options. Packages can be purchased to include both the preventive maintenance and the extended warranty maintenance agreements.

Williams Announces Employee of the Year - Tyler Carroll -

Recently, at Williams Communications' holiday party, WCI President Ken Williams took a moment to thank the team for another successful year and to announce the 2007 Employee of the Year Award, which has become an annual tradition for the company.

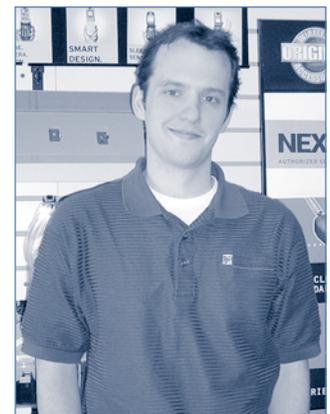
A number of nominations were submitted by co-workers, but one clearly stood out above the rest. "Over the past year, we have had many successes and they all boil down to one thing," stated Ken Williams, "the people that work here. There is no doubt that ones workers can make or break a business. I have always prided myself on hiring individuals with the best skills, excellent attitudes and aspiring goals."

This year's winner, Tyler Carroll, was

selected for his innovative ideas and positive attitude. He is the manager of WCI's cell phone and pager office, located at WCI's original building on Tharpe Street in Tallahassee, Fla.

Nearly two years ago, Carroll was hired with high expectations. On the job, he was able to put on his management hat and organize the business in a timely manner. As a result, he exceeded the company's expectations and cell phone and pager sales have increased. Carroll's proactive role of seeking out sales and marketing opportunities, along with his positive attitude, make him a worthy recipient of WCI's Employee of the Year.

Congratulations Tyler! We appreciate the attributes you bring to WCI.



Congratulations to Tyler Carroll, Employee of the Year.

One-Stop Shop for Your Paging, Cellular and Wireless Needs

- WCI's Tharpe Street Office in Tallahassee, Fla. -

In 1959, when Williams Communications, Inc. first opened, the business kicked off with a bang! Williams' business took off in a hurry; providing the first of many services to Florida's capital city. WCI became the first to provide paging services in Tallahassee and the first to bring mobile phone service to Leon County.

Remember the days of "the brick" cell phones that weighed about two pounds? Well, we've come a long way. As with most technology, everything is being built smaller and smaller with more options than ever before, and cell phones and pagers definitely fall into this category. Not only

can you call someone from anywhere at anytime, but you can also listen to music, read e-mails and surf the Internet all on a cellular phone. Thirty years ago, most people had never heard of a cell phone; today, everywhere you look you see one. Whether you are eight or 88 years old, everyone seems to have a cell phone.

Cell phones have become a necessity. We live in a society that needs to know something and they need to know it now! It's sometimes hard to believe we once lived without cell phones.

At the Tharpe Street office in Tallahassee, WCI is holding true to its tradition of

successfully selling advance and reliable cell phone and pager services.

One popular product WCI currently sells is the Sprint mobile broadband cards, which provide mobile Internet at broadband speed. With this product, no matter where you are you can access the Internet, office documents and e-mails. The days of having to be at your desk to connect to your computer are long gone.

Come by and visit WCI's Tharpe Street office in Tallahassee or call (850) 205-2337. We guarantee we'll take good care of you!



Visit our Tharpe Street office for cell phone and pager parts and other accessories.



Tharpe Street office employees, Tyler Carroll and Erica Shields, promote WCI's cell phone and pager products.

Okaloosa Co. (Continued from page 1)

WCI. "Our reputation precedes us and our customers know that we will deliver what we promise, when we promise."

Today, Okaloosa County has much better coverage with their portables than they ever did with their mobiles on the old system. After a trial run using M/A-COM's 7100 portable radios, Okaloosa realized the SLERS option was the best technologically sound and economical decision for their radio communication needs when being compared to other stand-alone options that would result in tens of millions of dollars over the life of the system. By using SLERS they know two of their main goals will be fulfilled, interoperability and improved coverage.

Training has already begun for the initial users and upcoming training for additional users will be scheduled as new users come onto the system. WCI is committed to making sure all users stay up-to-date on radio training, offering refresher courses as needed or requested by the agency.

Key players in the successful transition to SLERS include: 911 Communications Chief Silvia Womack, Director of Public Safety Dino Villani, Okaloosa County Sheriff Charlie Morris, Chief of Staff Michael Coup, Communications Supervisor Vic Everett and Director of Management Information Micheal Hull.

Agencies participating from Okaloosa County include:

- Emergency Management Services
- Sheriff's Office
- Department of Public Safety
- Beach Safety
- Corrections
- Various Fire Departments
- Various Police Departments
- Water Code Enforcement

If you have any questions about SLERS, please contact WCI's sales team at (850) 385-1121.

WCI Welcomes New Business from Bay County Sheriff's Office

Recently, AJ Smith and Scott McGuire met and visited with the Bay County Sheriff's Office (BCSO) to discuss opportunities and installation solutions Williams Communications could provide to the County's numerous law enforcement agencies, first responders and private industries. The meeting came at a crucial time when the BCSO had a need for equipment and installation services and WCI was able to fulfill their requirements.

The BCSO was first introduced to WCI after hearing about the company's reputable services from its neighbor, the Franklin County Sheriff's Office. "Our first project for the BCSO was to perform public safety lighting and siren installations on their law enforcement motorcycles," WCI's Scott McGuire said. "We were able to

provide them with the services they wanted and delivered a finished product that was most impressive."

The motorcycles were just the beginning of WCI's relationship with the BCSO. Soon after the motorcycle installations were complete, the BCSO asked WCI to outfit its D.A.R.E. car.

Additional projects coming in early 2008 include equipment and installation services for the BCSO's fleets, featuring lighting and siren packages as well as a special project currently being designed by WCI for the BCSO's "aggressive driver cars." This project will include installing digital camera systems, computers, radars, lights and other components. These "aggressive driver cars" will serve as undercover cars used to detain aggressive drivers.

Williams would like to thank the BCSO for their confidence in our staff and services and we look forward to a continued partnership.



Bay County Motorcycle Installation at WCI's facility.



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