

**From:** [Cisco, Jeff](#)  
**To:** [Vine, Susan](#)  
**Subject:** FW: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update  
**Date:** Monday, January 09, 2023 1:46:46 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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**Jeffrey Cisco**  
**Sales Project Manager/Field Supervisor**



**Fire, Security & Sound Systems, Inc.**

4 Avis Drive - Suite 110  
Latham, New York 12110  
P: 518-250-4364 X 129  
Direct: 518-952-2903  
C: 518-937-1455  
[JeffCisco@firesecuritysound.com](mailto:JeffCisco@firesecuritysound.com)  
Nicet Certified # 289467



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**From:** Rider, Kain <KRider@firesecuritysound.com>  
**Sent:** Monday, January 9, 2023 1:46 PM  
**To:** Cisco, Jeff <JeffCisco@firesecuritysound.com>  
**Subject:** FW: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update

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**From:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Sent:** Thursday, October 13, 2022 8:31 AM  
**To:** Rider, Kain <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** Re: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update

I wouldn't have known either.  
Go ahead and do the 1 year agreement.

Sent from my Verizon, Samsung Galaxy smartphone

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**From:** Rider, Kain <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Sent:** Thursday, October 13, 2022 8:27:00 AM  
**To:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update

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The board was replaced and issues still exist. I still have time on the initial quote to return after we get an SSA in place. Unfortunately I had no way of knowing you didn't have an agreement in place. I only found out when the techs called in to tech support when they were onsite.

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**From:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Sent:** Thursday, October 13, 2022 8:05 AM  
**To:** Rider, Kain <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** RE: [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update

Why were you out to troubleshoot?  
There is already an approved proposal to replace the panel board.  
Why wasn't this included on the initial proposal?

Joe Bayne  
Project Manager / 99th - Region 2  
5285 Shawnee Road Suite #510  
Alexandria, VA 22312  
703-738-5304  
[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)

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**From:** Rider, Kain <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Sent:** Thursday, October 13, 2022 7:25 AM  
**To:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** [EXTERNAL]RE: [EXTERNAL]RE: [EXTERNAL]RE: Update

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Good Morning Joe,  
Hoping you can assist. When we were onsite at Army Reserve Bullville last week we took the troubleshooting as far as we could go and tech support would not talk to us as the sites software

service agreement is expired. Please see the attached quote to get the service agreement back in place. Once we do this I can set up another visit and we can continue trouble shooting with assistance from the manufacturer.

Please let me know if approved.

Kain

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**From:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Sent:** Wednesday, September 14, 2022 12:46 PM  
**To:** Kain Rider <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** Re: [EXTERNAL]RE: [EXTERNAL]RE: Update

I understand

Sent from my Verizon, Samsung Galaxy smartphone  
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**From:** Kain Rider <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Sent:** Wednesday, September 14, 2022 12:40:09 PM  
**To:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** [EXTERNAL]RE: [EXTERNAL]RE: Update

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Anytime Joe! This would have normally been completed already but supply chain issues are the new norm.

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**From:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Sent:** Wednesday, September 14, 2022 12:29 PM  
**To:** Kain Rider <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** Re: [EXTERNAL]RE: Update

Thank you for the update.

Sent from my Verizon, Samsung Galaxy smartphone  
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---

**From:** Kain Rider <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Sent:** Wednesday, September 14, 2022 12:27:45 PM  
**To:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** [EXTERNAL]RE: Update

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Still waiting on parts. Based on estimated delivery date I have this tentatively on the schedule for 10/5

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**From:** Joe Bayne <[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)>  
**Sent:** Wednesday, September 14, 2022 11:57 AM  
**To:** Kain Rider <[KRider@firesecuritysound.com](mailto:KRider@firesecuritysound.com)>  
**Cc:** Vanessa Fernandez <[vanessa.fernandez@cmimgmt.com](mailto:vanessa.fernandez@cmimgmt.com)>  
**Subject:** Update  
**Importance:** High

Good morning,  
Please provide an update on the calls below.

NY011, CSS 276, Wo 18257 - Repair CAC access computer – this was approved on 8/25, please provide a scheduled date / completion date.

Joe Bayne  
Project Manager / 99th - Region 2  
5285 Shawnee Road Suite #510  
Alexandria, VA 22312  
703-738-5304  
[joe.bayne@cmimgmt.com](mailto:joe.bayne@cmimgmt.com)

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