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September 24, 2025 City of Costa Mesa 77 Fair Dr, Costa Mesa, CA 92626

To whom it may concern:

This letter serves to confirm that **Merrill and Associates** is recognized as a **Platinum Partner in good standing with Avaya**.

As a Platinum Partner, Merrill and Associates has demonstrated a high level of expertise, commitment, and performance in delivering Avaya solutions. The company is fully authorized to **sell, install, and support** Avaya products and services across a wide range of industries and customer environments.

Merrill and Associates continues to meet Avaya's rigorous standards for technical proficiency, customer satisfaction, and business performance, and remains a trusted provider of Avaya's innovative communication and collaboration technologies.

Should you require further verification or have any questions, please feel free to contact us directly.

Sincerely,

Jenny Otolinski