



December 19, 2023

Vanessa Ruiz  
El Paso County, TX  
500 E San Antonio Ave., Suite 314  
El Paso, TX 79901

Dear Ms. Ruiz,

This letter is regarding KNOWiNK's Poll Pad and its associated software and hardware. Hart InterCivic, Inc. is the only authorized reseller of KNOWiNK's Poll Pad products in the State of Texas. As such, the Poll Pad and/or its individual components, software, and support may only be purchased or licensed from KNOWiNK via Hart InterCivic. The license to use the software may only be issued by KNOWiNK via Hart InterCivic. Maintenance for the software and hardware is only provided by KNOWiNK via Hart InterCivic. Repair of Poll Pads must be done by KNOWiNK via Hart InterCivic.

The Poll Pad software applications are a proprietary group of products necessary for an authorized customer to manage polling place voter check-in. Hart InterCivic, Inc. is the only vendor capable of and authorized to provide support for Poll Pad products in the State of Texas.

If you have questions regarding any aspect of these products and their authorized use, please do not hesitate to contact me.

Regards,

A handwritten signature in blue ink, appearing to read 'Julie Mathis', with a stylized flourish at the end.

Julie Mathis  
President & CEO