



August 26, 2024

Executive Committee
Florida Supervisors of Elections, Inc.

Re: VRTower Issues

Dear Executive Committee Members:

We are writing to confirm receipt of your letter and to sincerely apologize for letting our customers down during the Primary Election in Florida last week.

Before every election, we take steps to prepare. Yet, despite testing our systems to ensure a smooth election, an unexpected issue caused our customers' websites to fail at the worst possible time.

Outside experts are now conducting an analysis to provide recommendations we can implement to ensure this doesn't happen again.

On election night, we communicated with customers via email and phone while we worked to identify and resolve the issue. We emailed all our customers, outlining what we believed caused the problem and what steps we took for the public to view the unofficial election night results posted by each county.

We regret that some of our customers thought our initial statement deflected blame. That was never our intention. We addressed these concerns by releasing a second statement clarifying to our customers and the public that this was our fault.

VR Systems has been in business for more than three decades, and needless to say, this situation is embarrassing. Our employee-owned company prides itself on our commitment to helping our customers conduct successful elections. We want to restore your confidence in our website hosting services and hope all of our customers see this commitment in the steps in the coming weeks.

We intend to collaborate with the Executive Committee of the Florida Supervisors of Elections, Inc., and a designated user group to address your concerns and ensure a safe and effective General Election in November.

We will contact the President of the Florida Supervisors of Elections to set up a meeting to get this going.

Sincerely,



Ben Martin
Chief Operating Officer
VR Systems, Inc.