

Sent: 8/3/2026 2:15:41 PM
From: Wendy Stratton Monahan <Monahan
To: "Adam"
Cc:
Bcc:
Importance: Normal
Subject: RE: Storage
Attachments [image001.png](#) , [image002.png](#) , [image003.png](#)
: , [image004.png](#) , [image005.png](#) , [image006.png](#)
 , [image007.png](#) , [image008.png](#)

Can you give me some pricing on both options?

From: Adam Smith <asmith@axon.com>
Sent: Monday, August 3, 2026 2:08 PM
To: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>
Subject: Re: Storage

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Understand. Do you want to look into unlimited

3rd party storage or just add on a TB at a time?

All the best,

Adam Smith
Axon/TASER LE Representative
Team Lead
California & Arizona

Direct (call/text) – 480-463-2201
24/7 Support – (800) 978-2737, option 4
Training Team - (800) 978-2737, option 3

<https://www.axon.com/help/home.htm> - New Support Webpage!

New Products 2026

- Ask me about how our fixed ALPR is different than all others.
- Drones as a First Responder - Our partnership with Skydio can get you set up for success.
- Fusus - RTCC - All your city owned cameras, business owned cameras, and BWCs on one pane of glass.
- Prepared 911 - Dispatch tool

If you have any spare patches, would love to get them to add to the patch wall I have created at Axon HQ.

From: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>
Sent: Monday, July 27, 2026 7:47 AM
To: InsideCSM <insidecsm@axon.com>; Adam Smith <asmith@axon.com>
Subject: RE: Storage

That is going to be an issue. We are already at 50% usage of our storage. I will need to explore the cost of the 3rd party option.



Wendy Stratton Monahan
Senior Management Analyst / PD PI
O
Benicia Police Department
O: [707-746-4306](tel:707-746-4306)
WMonahan@ci.benicia.ca.us
www.ci.benicia.ca.us/police



From: InsideCSM <insidecsm@axon.com>
Sent: Monday, July 27, 2026 6:52 AM
To: asmith@axon.com; Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>
Subject: Re: Storage

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning!

My name is Mallory and I'm one of your agency's Customer Success Managers.

Great question and I'm happy to clear this up! I can confirm the a-la-carte storage on your contract is a fixed pool for the entire 10-year term - it does not reset each year. So the 3,780 GB is the total for the full duration of the agreement - Contract 00126595.

If you have additional questions or need assistance with anything else, please don't hesitate to reach out and I'll jump back in.

Best,

Mallory Keeley
Customer Success Manager

W / 480 637 7963

Customer Support / (800) 978-2737

AXON.COM

Protect Life

----- Original Message -----

From: Adam Smith [asmith@axon.com]

Sent: 7/26/2026 1:15 PM

To: wmonahan@ci.benicia.ca.us; insidecsm@axon.com

Subject: Re: Storage

Good Afternoon Wendy!

Sorry on the delay here as I was on vacation with the family for a little. I hear what you are saying. Whoever sold you the 10 year contract should've had a deeper discussion about 3rd party storage and it sounds like they didn't so I am sorry about that. I would say the 10 year is a huge benefit to departments for the locking in of price for 10 years as most things are super important for 10 years, compared to the 3rd party data. But I hear what you are saying.

I want to add in [@InsideCSM](#) as they might be able to confirm for me - is the a-la-carte storage added on each year or is the 100GB for each pro license supposed to last the 10 years - I am just drawing a blank.

All the best,

Adam Smith

Axon/TASER LE Representative

Team Lead

California & Arizona

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From: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>

Sent: Monday, July 20, 2026 1:20 PM

To: Adam Smith <asmith@axon.com>

Subject: RE: Storage

Just checking back in on this email. To restate it doesn't make sense that the length of the contract doesn't impact the amount of storage. Our shorter contract had the same amount of storage that the 10-year contract has.



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From: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>

Sent: Thursday, July 2, 2026 8:31 AM

To: Adam Smith <asmith@axon.com>

Subject: Re: Storage

The pro license comes with 100gb? This is a different number than what the agreement says, as we are only getting a total of 180gb for the 18 licenses we have on contract.

I am surprised by this. Our previous shorter agreement had the same amount of storage, so negotiating a longer contract doesn't benefit us when it comes to storage as it appears the amount of storage doesn't increase in coordination with the length of the agreement term. In hindsight it would have benefitted us to negotiate a shorter contract as we would have had the same amount of storage to access and less of a probability of running out. Do you see my point in this being a negative impact on the customer at the benefit of AXON? Is there something that can be done to rectify this issue being we are locked into a 10 year agreement?

This storage limit is going to be an issue for us especially with the increase in CSAM cases where the data needing to be stored in evidence.com is massive and using us all the available storage.

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From: Adam Smith <asmith@axon.com>

Sent: Thursday, 02 July 2026 08:17:46

To: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>

Subject: Re: Storage

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning
Wendy -

Sorry on the delay as I was wanting to confirm my answers.

Anything that is 3rd party data is not reset every year and is the storage for the entire length of the contract.

The a-la-carte storage comes with every pro license. Each pro gets 100 GB as a just in case for any ring door bell, or cell phone info/video, or CCTV.

And your contract officially started in Feb of 2025.

The only other way to combat this is upgrade to unlimited 3rd party storage or add on 3rd party storage, 1Tb every time you get close to the max. Completely up to you. Please let me know if you have any questions.

All the best,

Adam Smith

Axon/TASER LE Representative
Team Lead
California & Arizona

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From: Wendy Stratton Monahan <WMonahan@ci.benicia.ca.us>

Sent: Wednesday, July 1, 2026 2:27 PM

To: Adam Smith <asmith@axon.com>

Subject: Storage

Adam,

I left a voicemail yesterday. I had assumed that the 3780gb of a la carte storage would reset at the beginning of the FY, but it has not. Please advise as we have used half out storage already in just 6 months of a 10 year contract.

Software

Bundle	Item	Description	Q
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	20370	AXON VR - FULL ACCESS - TASER ADD-ON USER	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73478	AXON EVIDENCE - REDACTION ASSISTANT USER LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73618	AXON COMMUNITY REQUEST	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73638	AXON STANDARDS - LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73680	AXON RESPOND PLUS - LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73682	AXON EVIDENCE - AUTO TAGGING LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73683	AXON EVIDENCE - STORAGE - 10GB A LA CARTE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73686	AXON EVIDENCE - STORAGE - UNLIMITED (AXON DEVICE)	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73739	AXON PERFORMANCE - LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	73746	AXON EVIDENCE - ECOM LICENSE - PRO	3
Pro License Bundle	73683	AXON EVIDENCE - STORAGE - 10GB A LA CARTE	1
Pro License Bundle	73746	AXON EVIDENCE - ECOM LICENSE - PRO	1
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	101180	AXON TASER - DATA SCIENCE PROGRAM	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	20248	AXON TASER - EVIDENCE.COM LICENSE	3
BUNDLE - OFFICER SAFETY PLAN 10 PLUS 10YR	20248	AXON TASER - EVIDENCE.COM LICENSE	3

Customer's Axon Cloud Services tenant.

8. **Storage.** For Axon Unlimited Device Storage subscriptions, Customer may store unlimited data in Customer's Axon Evidence account only if data originates from Axon Capture or an Axon Device. Axon may charge Customer additional fees for exceeding purchased storage amounts. Axon may place Customer Content that Customer has not viewed or accessed for six (6) months into archival storage. Customer Content in archival storage will not have immediate availability and may take up to twenty-four (24) hours to access.

For Third-Party Unlimited Storage the following restrictions apply: (i) it may only be used in conjunction with a valid Axon's Evidence.com user license; (ii) is limited to data of the law enforcement Customer that purchased the Third-Party Unlimited Storage and the Axon's Evidence.com end user or Customer is prohibited from storing data for other law enforcement agencies; and (iii) Customer may only upload and store data that is directly related to: (1) the investigation of, or the prosecution of a crime; (2) common law enforcement activities; or (3) any Customer Content created by Axon Devices or Evidence.com.



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