



BAYCOM

A Lifeline in the Moments that Matter

BAYCOM/ Rhino Communication Rentals Transition FAQs

With the exciting news about BAYCOM's rental customers transitioning to Rhino Rentals, we understand that you may have questions or concerns. Our team has attempted to put together a list of questions and answers that we hope will set your mind at ease regarding this change. However, if while reading through this list, additional questions arise, please feel free to email us at marketing@rhinorentals.com. For other urgent questions, please call (763) 315-8692.

1. What/who are Rhino Communication Rentals?

Based in the Minneapolis area, Rhino Communication Rentals offers the Midwest's largest two-way wireless communication rental fleet. With over 50 years of industry experience, Rhino serves a variety of customer markets such as sporting events, outdoor concerts, petrochemical plants and refineries, construction projects, film/commercial production, and more. Offering nationwide, same-day fulfillment, with a comprehensive fleet of digital two-way radio devices, infrastructure, and accessories, Rhino helps its customers enhance the safety and security of their operations through daily, weekly, or even monthly rental contracts.

2. Where is Rhino Communication Rentals located?

Rhino Rentals is located in Maple Grove, Minnesota a few miles right outside Minneapolis.
Full Address: 9494 Hemlock Lane North Maple Grove, MN 55369

3. How will my rental items get to me due to the change in location?

Rhino Rentals offers **same-day** ground shipping fulfillment to anywhere in the continental US. Which means, your rentals will be shipped directly to you/your event. However, local pickup is still available. If you feel more comfortable continuing to pick up your rentals from one of our BAYCOM locations, you may continue to do so. However, please note that shipping charges will still apply to local pick-ups- so why not have it shipped! Additionally, if your event requires special installation or radio-deployment, Rhino will travel on-site to handle all installation and logistics.

4. Why did BAYCOM make this transition?

In an effort to expand our rental capacity and capabilities, partnering up with our sister company Rhino Rentals, whose sole focus is on two-way radio rentals was a perfect fit. As an organization, we pride ourselves on always placing our customer's needs and satisfaction first. With Rhino's unmatched experience, world-class service, nationwide fulfillment, and extensive two-way radio rental fleet, we believe it is within our customer's best interest to transition them to become Rhino rental customers.



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5. How do I confirm my rentals will be shipped in the future?

A representative from Rhino Rentals will be reaching out to you in the upcoming months to ensure everything is in place for your upcoming rental(s). If you have questions before you hear from a representative, please feel free to contact us at (763) 315-8692 or marketing@rhinorentals.com.

6. Are there any accounting/account changes that will have to take place on my side?

We've got you covered! Nothing is needed on your end. Being sister companies, BAYCOM and Rhino have worked together to transfer over all existing accounts and records. The only difference is a new name and company to rent from, with extensive additional benefits.

7. Why does this transition benefit me?

With over 50 years of industry experience, Rhino Rentals offers the Midwest's largest two-way wireless communication rental fleet. With this type of experience comes added benefits:

Extensive Inventory/Knowledge

- Diverse fleet of Intrinsicly safe Motorola radio models to meet the demands of your job
- Rental batteries kept within warranty to ensure maximum battery life
- Routine radio maintenance to ensure your rental equipment arrives to you clean and fully operational from day one
- Free next day replacement of any damaged or malfunctioning equipment

On Site Services

- Ability to match rental radios to existing fleet frequencies
- Capacity to provide Nation-wide FCC licensed frequencies
- STA application processing with the FCC for additional temporary local frequencies
- On-site repeater installation/radio system deployment
- Job site frequency management/assignment

Competitive Prices

- Daily, weekly, monthly and longer-term rental rates
- Spare batteries and charging stations provided at no cost
- FedEx ground shipping to anywhere in the U.S.
- Prorated early returns



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8. I am a customer who rents AND buys radios from BAYCOM, what does this mean for me?

Great question, being sister companies all that will change on your end is your rental. You will continue to purchase all your radios and communication needs from BAYCOM (*BAYCOM even has an office in Maple Grove in conjunction with Rhino*) and you will rent all your communication needs from Rhino. If you are worried about the cross over, don't be. BAYCOM and Rhino work hand in hand daily (even hourly!) and we promise that the day-to-day operations and customer service you have come to know will continue.

9. Will someone from Rhino get in contact with me?

Absolutely, a member of the Rhino team will be contacting you in the near future to discuss your upcoming rentals, as well as the additional benefits Rhino Communication Rentals have to offer.

10. I have more questions; how can I get in contact with Rhino Rentals?

You can reach out to us directly at: (763) 315-8692 or feel free to email us at marketing@rhinorentals.com. To learn more about Rhino Rentals, feel free to visit our website at www.rhinorentals.com.