

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.

Sent: 12/23/2025 9:33:59 AM
From: Chris at Flock Safety <product-updates@flocksafety.com>
To: "Wendy Stratton"
Cc:
Bcc:
Importance: Normal
Subject: Update on Limited Condor Misconfiguration

↑ Flock Safety

Hi Wendy,

We recognize that you may have noticed a few recent communications from us. This increased frequency is intentional and directly reflects the feedback we've received from our law enforcement partners, who have emphasized the importance of staying well-informed about any updates or issues. Our goal is to provide the transparency and timely information you've asked for, so you can remain confident in the reliability and security of your Flock Safety devices.

With that commitment in mind, we are writing to share an update regarding a limited configuration issue identified on a very small number of Condor video devices. No LPR devices, audio devices, or trailers were impacted.

Yesterday, we reached out directly to the small group of customers whose video devices were affected. We are now sharing this broader update to maintain transparency with our entire customer community.

What Happened

The debug interface on a small number of Condor units was temporarily accessible on the internet without password protection. These units were part of a standard testing process used to validate compatibility and reliability with cellular carriers such as Verizon, AT&T, and T-Mobile.

This debug interface is used solely for troubleshooting. It does not allow for any manipulation of the camera, does not provide access to the Flock cloud, and does not enable access to customer accounts, search functionality, or analytics. The only content visible was live or recorded video comparable to what could be observed from a public roadway.

A website and a sensationalized YouTube channel inaccurately portrayed the extent of this access. Although we do not wish to draw further attention to the video, it is important that you have the facts needed to address potential questions from council members and the public. **To be clear: no sensitive or confidential information was accessed or available.**

Once identified, the issue was promptly corrected, and security updates were deployed across the affected devices. This was a limited, isolated configuration issue and is not indicative of a broader or ongoing concern.

For a more detailed explanation of this event, please refer to our recent blog post: [Update on Limited Condor Device Configuration Issue](#)

We take security seriously at every stage of development and are committed to maintaining the trust you place in us. If you have any questions or would like additional detail, please don't hesitate to reach out. We also encourage you to forward this information to others in your department or to councilmembers so they can be prepared for any potential questions.

Best regards,
Chris Colwell
SVP, Customer Experience | Flock Safety

PS - want to opt out of communications like this? Update your preferences [here](#).



Flock Safety

1170 Howell Mill Rd NW, Suite 210
Atlanta, Georgia 30318, United States

This email was sent to wmonahan@ci.benicia.ca.us.

This email is an advertisement. This communication may include content that has been initially drafted or generated using artificial intelligence. All final content and imagery is reviewed and approved by two humans to ensure accuracy and quality.

Copyright © 2025 Flock Safety. All rights reserved.

[Unsubscribe](#) | [Privacy Policy](#)