

Exhibit B3-Services-Installation

Mutualink Current Implementation and Installation Process

PO is received from Customer
Change Status of Opportunity Closed Won in Salesforce
Send PO announcement email to group
Set up Installation Tracking in Salesforce

Project Details Call

- Schedule a project details call with stakeholders. (set up by Sr Director – Field Operations and Installation Owner)
- Install Site IT, Radio, Video, Facilities personnel
- Installer
- Anyone else who needs to have knowledge of the project

Discussion Points (All of this section is documented in Salesforce)

***All verification should be made from a system design which is assumed to have been completed during the quoting phase.**

- IT Requirements (Sr Dir Field Ops or Install Owner sends IT Requirements document in advance of the call)
 - Site must provide Internet to Mutualink Router
 - Verify location of the router
 - Verify when Internet will be available at Router location
- Verify location of IWS
 - What name do you want to call this IWS? (Dispatch, Operations, Office, Security, Etc.)
- Verify connection to be ran from IWS (appliance) location to Router
- Verify Radio Make and Model for integrating to Mutualink Radio Gateway
- Verify location of video connection and how video will be connected to Video Gateway
- Verify shipping address
- Equipment will ship within 45 Days of this call
- Schedule installation date at least 45 days out
 - Make a calendar invite and send to Customer/Install Owner/ Support/ BD Rep (Install Owner or John)
- If Mutualink Edge is involved, find out who the person who will be responsible for being the Edge administrator so the Edge information spreadsheet can be sent to them to be fill out (Install Owner)
- If Rave Panic Button is involved, find out who will be the Rave administrator and will take on the responsibility of working with Rave to set up and then manage the users of their Rave deployment. Record in SF (Install Owner)
- Make sure everyone understands their responsibilities for a successful installation (Install Owner/John)
- Schedule another call 2 weeks before the installation date to make sure everyone is on track for the installation date. (Install Owner/John)

Equipment Staging and Lead Time

- Project details call completed
- Verify and complete Site Survey (Install Owner)
- Submit Site Survey to Glenn via email from SF (Install Owner)
- Create project drawing, save in SF (Install Owner)
- Send Customer all required information for installation (Project drawing, Edge Information sheet, Rave Buttons information sheet, Install date and responsibilities for installation (Install Owner)
- Create BOM from Site Survey (Glenn)
- BOM will be sent to Installer to approve (what is on the BOM is the equipment you will get, if something is missing, now is the time to speak up) (Approved by Install Owner)
- Once the BOM is approved by the installer, it is released to manufacturing and put in the queue (Glenn)
- Equipment will be configured, staged and tested according to the BOM and Site Survey (Manufacturing)
- Once staging is completed equipment will be boxed up and shipped based on shipping address information in Salesforce (Glenn, Dave Hatten)
- Customer will receive email with ship tracking info and date shipped (sent from SF by John or Install Owner)
- Follow up with Customer on Install date and readiness (Install Owner)
- This process will be done within 45 days of receiving BOM approval from installer

Date of Installation

- Unbox and set all equipment according to BOM and Site Survey (Install Owner)
- Connect Router to power and internet (Install Owner)
 - Is router communicating with IRAPP (VPN LED lit)? (Install Owner)
 - Yes continue, No troubleshoot with location IT and Mutualink Support (Install Owner, Local IT, Support)
- Connect Gateways to Router or Hub in the Mutualink LAN (Install Owner)
- Make integration connections (Install Owner)
- Set up IWS (Install Owner)
- Turn ON IWS (Install Owner)
- Does the GUI populate with IRAPP agencies? Yes continue, No, troubleshoot connections to router (Install Owner, Local IT)
- Once agencies are populated, create an incident and invite Mutualink Support (Install Owner, Support)
- Request from Support to Authenticate and Monitor location endpoints (Install Owner)
- Make sure to set the Location sharing in the GUI configuration button. (Install Owner)
 - Verify your location is reporting on the map correctly (Install Owner)
 - Right click your location pin to set your location. (Install Owner)
- Once authentication is completed, test the resources (Radio / Video / Telephone) (Install Owner, Support)

Testing the System (Install Owner)

- Create a test incident

- Test both ICOM and TX
- Test video to view video from Support
- Test to send video to incident
- Test Radio resource can receive and transmit
- Test Phone resource dial a number out
- Test Phone resource by dialing from another phone the Phone gateway number
- Test sending / receiving Text
- Test sending / receiving a File
- Everything tests good, install is complete

User Training at installation (Install Owner)

- Train operators available on how to use the GUI
 - Create and accept incident invitations
 - Drag and drop resources
 - Difference between ICOM and TX
 - How to text
 - How to set up a favorites list
 - How to search for agencies
 - How to use mapping
- Provide Link to Mutualink documentation
- Have customer sign acceptance form (TBD)
- Complete Installation checklist in SF
- Verify customer contact for Support and marked in SF
- Mark Installation as Install Completed
 - This will generate an email to alert to Lisa M (currently not sent to support or BD but should be)
 - This action will also send email alert to training (currently not in process)

User Training After Installation (Customer Success)

- Training sessions should be scheduled with Mutualink Customer Success team.
- EDM Administration training
- Train the Trainer on operation of GUI
- Schedule routine system checks
- Work with Operationalizing team to expand your local network
- Run periodic exercises
- Establish Mutualink in the agencies SOP

Customer Support Expectations

- Mutualink Support is available 24/7/365
- (866) 927-5465 or support@mutualink.net
- Mutualink Support monitors and maintains the IRAPP network

Support and Case Process

- If problem detected a case is opened and ML Support will try to resolve issue remotely
- If solving remote is not possible, Field support will be informed and should visit customer site to resolve issue with ML Support remotely

- If not able to resolve in the field, an RMA will be requested by ML Support
 - Remove equipment being RMA'd
 - Pack equipment tightly in a box with packing materials to prevent damage during shipping
 - Ship to: Mutualink RMA, 1269 S Broad St, Wallingford, CT 06492 Put the RMA number as Reference number
 - Make sure to include return address and POC
 - Once repaired equipment will be shipped back to POC
 - When partner receives repaired equipment, go onsite to re-install
 - Create an incident and inviter ML Support
 - Test operation of equipment replaced
 - While onsite test other parts of system
 - Once equipment is reinstalled and tested case will be closed by ML Support

After Sale Process

