

Exhibit B3 – Services-Training

Mutualink, Inc.

Mutualink is committed to training all involved stakeholders on our platform, commensurate with our client's needs, to assist in making communities safer throughout the country. Our primary objective is to reduce time to incident resolution, increase efficiencies, reduce costs, better inform all community stakeholders and connect those who save lives in an inclusive manner that optimizes situational awareness, in an otherwise unpredictable world.

The emphasis of the training is to build competence, confidence, and comfort in utilizing our solution to enhance coordination with first responders during emergency situations, or pre-planned events, while simultaneously improving routine security needs and daily operational communication functions.

Our dedicated Public Safety Operations & Customer Success Team fosters lasting relationships with our clients, commencing with new customer education and training, providing refresher training as needed, educating our consumers on solution enhancements, assisting with policy development, and engaging in drills and exercises to reinforce the simple, secure, seamless utilization of the Mutualink interoperability product solutions for mutually beneficial outcomes.

Training will commence in each agency in accordance with the installation project plan. Initial face-to-face training on the Mutualink solution can be provided to all involved parties at each location, following installation and acceptance testing. Supplemental instructor led virtual training will be available online, as necessary, for Administrators, End Users, and / or Train the Trainers, and all participants will have online access to training materials and user guides.

For any tool to have value, the user must become proficient and confident with the use of that tool. Interoperable communication tools and systems are no different and these users too must feel confident enough to turn to them as the need arises.

The architects of the IRAPP Network clearly understand, and have made central to the overall solution set, the operator's ability to capitalize on the platform's capabilities during situations when lives and property are at stake. To be embraced by users, the system must be intuitive, easy to use, and highly flexible. However, focusing on just the tool's capabilities is not enough; perhaps even more important is gaining familiarity and interacting with other IRAPP Network participants on a regular basis.

Complicating these requirements is that an all hazards, inclusive collaboration environment contains individuals from a variety of public and private organizations possessing widely varying charters, areas of responsibility and skill levels Furthermore, many of these organizations experience regular employee re-assignments and turnover making on- going operational training important factor.

Within the IRAPP Network these requirements are addressed with three simple tenets:

1. Make it easy and intuitive to use
2. Use it often
3. Exercise in real world scenarios

MAKE IT EASY TO USE: The control point, called the Interoperability Workstation (IWS) described in detail in other sections of this document is remarkably easy to use with a graphic user interface that will be familiar to virtually anyone with even rudimentary computer skills. A person with basic computer skills can be taught to effectively operate the system within a matter of minutes. Although both online and paper manuals and quick reference guides are available, users seldom need to refer to them. Both on-site and remote instructor based training are offered but for the most part, after one user in an organization has become familiar with the system, they can easily train their colleagues without assistance.

USE IT OFTEN: Although the system is extremely easy to learn and use, during intense situations users need to respond automatically without thinking about how to perform desired tasks. Automatic responses are most easily developed and honed through repetitive use. To that end, IRAPP participants develop and maintain their familiarity with the system through participation in a National Incident Management System (NIMS) compliant Roll Call program which takes place randomly, day and night. The random nature of the sessions helps to insure that different participating organizations with operators on different shifts interact with the system on a regular basis. The Roll Call session is a multimedia interoperable communication resource sharing session during which various organizations are invited to participate and contribute their various communication resources. During these short sessions, an “operator” will request different participants to perform various functions with the system. The operator can coach participants if they are experiencing difficulty with a particular process or procedure. The Roll Call service is included in the proposal for no additional charge. It is encouraged that IRAPP participants themselves take on this function as an end-user to end-user experience is more desirable. The combination of routine and regular use and the system’s always on, always available status allows its capabilities to be utilized whenever communications with others is required.

EXERCISE IN REAL WORLD SCENARIOS: Routine training and Roll Call exercises are key ingredients in developing and maintaining the mechanical skills associated with the system. Those fundamentals can then be utilized during real-world scenario based simulated exercises. Incident scenarios that reflect emergency situations that may occur are conducted utilizing a variety of pre-determined scripts involving any number of different IRAPP participants. The scenarios themselves allow different users to interact with other users in creating an incident, crafting the response, and adding the appropriate resources at the appropriate time. These scenarios can involve just a couple of agencies, a whole county or the entire state or region and the exercises can be done as regularly as the various participants wish. IRAPP participants have free access to an Incident Scenario Development software tool that is preloaded with over thirty different types of incident situations. Users can also create new types of scenarios to meet their needs. The scenario author (who only needs basic computer skills) can then create the step-by-step incident response script. Once created, the scenario script can be distributed to all participants in advance of the exercise. The scenario tool lists all available system capabilities and allows the author to define their own agency/enterprise names and individuals by name or title to help with the realism of the exercise. The tool also contains a simple post-exercise grading capability that participants can record the success or failure events.



ASSOCIATED SERVICES & TRAINING

User Training. Mutualink provides key training and preparedness exercises with its systems. Use level training is provided at the time of installation. This process takes approximately 1 hour with personnel, which is significantly less than most interoperable solutions which require extensive technical and user training due to complexity. Also available via Webinar.

ICS Certification. All non-public safety users such as school administrators, security guards or others using the system are required to obtain ICS 700 and ICS-100 FEMA certification in order to ensure incident command is understood. Mutualink provides training assistance to non-public safety users to help them obtain their certifications.

Check-in Exercises. Users participate in initiated daily check-in exercises. These exercises initiate readiness sessions with the users. Check-in exercises are initiated by Mutualink through its FEMA certified trainer among various groups of users using varying communications asset configurations. These include dispatch to dispatch, dispatch to dispatch with radio and other resources, multi-dispatch with radio check-ins.

Table Top Exercises: Mutualink is available to work with you and your team to prepare for Table Top Exercises. Please contact your sales person for a quote.

In summary, the communication tools that power the IRAPP are extremely easy to learn and use and by promoting its daily use to increase familiarity and by providing a scenario exercise tool that customers can optimize for their particular needs allows the participants to utilize the system in a near real world environment and be thoroughly prepared (from a communication perspective) when the need arises.