

Exhibit B3 – Standard Support

SERVICE LEVEL OBJECTIVES

IMPORTANT NOTE: The information provided below generally describes Mutualink’s (“We”, “Ours” or “Us”) current standard commercial service levels and is not intended to be an exhaustive statement of the functions, systems, and processes employed to service, monitor, repair or restore product and services. The functions, systems, and processes we use may also change with a 30 day advance notice. We will endeavor, where practicable and deemed appropriate, to notify our affected customers (“You”) of such changes. The information, process descriptions and response efforts and timing are based upon mean time objectives, and individual cases or instances may vary due to a variety of circumstances, including extraordinary demand volume, government orders, casualty from natural disaster and other acts of God, supply chain disruption, labor strikes, war, terrorism or other uncontrollable events. Our legal obligations to you and limits of our liability to you are defined by the written contract made between Us and You (the “Contract”), and this document is not intended to change or modify those obligations or limits in any way. If there is any inconsistency or conflict between the descriptions in this Document and the Contract, the Contract applies. ANY ENHANCED SUPPORT LEVELS OR SPECIAL SERVICES ARRANGEMENTS WILL BE DESCRIBED AS PART OF THE CONTRACT.

1. **GENERAL SUPPORT**

Mutualink will provide a toll-free telephone support number during regular business hours Monday – Friday 8:00 AM to 5:00 PM ET and emergency hotline support on a 24-hour, 7 day a week basis. In addition to telephone support, Mutualink support may be reached via email and directly through the Mutualink interoperable workstation.

Mutualink Support Contact and Response Windows

Function	Contact Details	Notes
Support Email	support@mutualink.net	Support will respond to inbound email contacts within ½ hour during business hours. Response may include either email or voice response.
Support phone	866-927-5465	Inbound support phone calls are answered upon receipt. In the event that a support resource is unavailable due to high call volume, calls will be responded to as soon as a representative becomes available.
IWS incident	Mutualink/Support	Incident requests will be answered during regular business hours. A Support IWS may also be available by request to support after hours events or large-scale public safety periods such as natural disasters.

2. **TRAINING**

At the time of installation training for daily operational use is provided and takes approximately two hours to complete. The objective is to establish familiarity with the core functions and operations of Mutualink Interoperable Response and Preparedness Platform (IRAPP).

Mutualink offers a series of courses to ensure end-users and administrators are skilled and confident in utilizing and leveraging capabilities of our platform and solution. Each course can be delivered in person, by a webinar and/or videos that are provided online. Mutualink instructors are Incident Command Systems (ICS), National Information Management Systems (NIMS) and FEMA certified.

The following is a list of courses' available to our customers:

- Overview of Mutualink Interoperable Response and Preparedness Platform (IRAPP)
- Instructions on downloading and using software clients on various operating systems (i.e. Windows, MacOS, iOS, Android)
- Instructions on how to configure and manage services, assign access level permissions, and provide password for end users

In addition to the training mentioned above, Mutualink customers at their request can plan with our online FEMA certified instructors to participate in monthly training events to test, verify and exercise collaboration sessions with other Mutualink users. The training is intended to exercise various communications needs such as voice, video, texting and file sharing amongst agencies within a collaboration session.

3. **SOFTWARE UPDATES**

Mutualink provides periodic software maintenance and enhancement updates. Update notifications will be sent by email and posted to a customer accessible site. All updates will provide a description of the fix or enhancement of a release and any instructions for install and configuration if necessary.

Hosted Edge Updates

Your information technology (IT) and Edge Device Management (EDM) administrators will be notified two (2) weeks prior to any service affecting maintenance and then again 24 hours prior to service action. Notifications of completion will be sent at the conclusion of the maintenance window.

Appliance Updates

Customer premise equipment will be updated on a site by site basis so long as the equipment is accessible and active. Notifications (phone and/or email) will be provided for any maintenance activity that is service impacting and the update will be scheduled in accordance with the convenience of the customer. Patch level maintenance actions will be provided within 30 days of release for customers impacted by corrective action.

Edge Client Updates

Edge Client software updates will be posted either to the appropriate mobile client stores or Mutualink update sites. Users will receive notification of availability of these releases through the appropriate update notification systems. All such updates will include a "what's new" identification.

4. HARDWARE UPDATES

If Mutualink equipment cannot be remotely restored Mutualink's Field Services Representative will attempt to contact the customer to arrange an on-site visit to investigate any issues associated with the hardware. If it is determined the equipment is faulty and it is still under the warranty coverage, it will be replaced within 48 hours.

If the equipment is out of warranty Mutualink will charge the customer a service fee for troubleshooting. If it is found the hardware is unrepairable, a quote for replacement will be issued and the customer can choose to issue a purchase order and will be invoiced accordingly.

5. HOSTED SERVICES

All application environments are physically located in geographically diverse Tier 1 Enterprise Class Data Centers. Each data center has the following attributes:

- 24x7 Facility Security and Access Control
- Physical cage security and access control
- HVAC
- Redundant Internet Feeds
- Fire Detection and Suppression
- Redundant Power Feeds and Emergency Back-up Power
- SOC II

All servers used in the hosting environment are equipped with dual power supplies and powered by separate power circuits.

Monitoring and System Availability

All systems are monitored 24/7/365 for operational compliance. The monitoring systems provide for automatic notifications to support staff in cases of degradation of service, system failures, anomalous activity, and other deviant conditions. Any condition that results in a substantial loss or interruption of service will trigger a notification to affected customers with a plan of action including estimated service restoration.