

EXHIBIT B-3-4 PRODUCTS – ORDERING PROCESS

SABRE’S CUSTOMER SERVICE PHILOSOPHY

Sabre Communications Corporation will consistently provide high quality customer services. We are committed to continuous, long-term improvements to meet needs in an exceptional way. Our primary measure of success is customer satisfaction. Sabre will make every effort to think of the customer first, making prompt service to the customer a priority; taking responsibility for providing service that is convenient, prompt and efficient; living up to our commitments; keeping our promises and admitting our mistakes; building long term customer relationships by anticipating and understanding our customers’ needs; providing service in a thoughtful and proactive manner, and implementing effective solutions.

CONTRACT CUSTOMER WORKFLOW (order development / placement):

Sabre will have a designated primary and secondary Sales POC to take customer inquiries, help with new project consultation, product quoting/bidding, and order processing. Both designated sales POC’s for this contract have vast knowledge/background from large government multi-site projects to smaller 911 public safety systems. We will work with each NASPO Value Point customer to develop an infrastructure solution that will meet their current and future requirements/needs. With Sabre’s ability to manufacture the towers and shelters and with Sabre’s in-house and nationwide subcontractor relationships, we can offer NASPO Value Point customers a true Value Point solution, including a complete infrastructure site solution.

Following order placement, Sabre’s Sales POC will process the order, record the appropriate info for contract reporting purposes and allocate the appropriate contract fees. The order will then be delegated to the appropriate division.

TOWER ORDERS will transfer from sales to a NASPO designated contract administrator within Sabre Towers and Poles. This contract administrator will contact the customer’s POC, introduce themselves and become that customer’s POC moving forward so our Sales POC’s can concentrate on new NASPO customer requirements. This approach offers a Sabre POC dedicated to making sure that once a job has been ordered/placed they get fast responsive customer service from someone who’s sole responsibility is to push the new orders through engineering, drafting, coordinate with purchasing, fabrication, schedule delivery and confirm on-time delivery. Each NASPO Value Point customer will be updated on a weekly basis (minimum) with the current status of their order through our mini schedule.



SHELTER PRODUCT orders will transfer from sales to a NASPO designated contract administrator within Sabre Building Systems. This contract administrator will contact the NASPO Value Point customer's POC, introduce themselves and become that customer's POC moving forward. Sabre's contract administrator is a product subject matter expert in shelters products that is dedicated to making sure that once a job has been ordered/placed our NASPO Value Point customer gets fast responsive customer service from someone who's sole responsibility is to push the new orders through engineering, drafting, coordinate shelter casting / production, schedule delivery and confirm on-time delivery. Each NASPO Value Point customer will be updated on a weekly basis (minimum) with the current status of their order through our mini schedule.

ACCESSORIES & APPURTENANCES orders will transfer from sales to a NASPO designated customer service representative or CSR within Sabre Site Solutions - Sabre's catalog division. This CSR will contact the NASPO Value Point customer's POC, introduce themselves and verify the accessories or appurtenances they would like to order. Sabre's CSR is a product subject matter expert in tower accessories and appurtenances that is dedicated to making sure that once a catalog order has been placed our NASPO Value Point customer gets fast responsive customer service from someone whose sole responsibility is to take customer inquiries, product quoting, order processing, coordinating with our purchasing, production, and shipping schedule.

SABRE TURNKEY SERVICES orders will transfer from sales to an in-house Sabre Project/Program Manager or PM within our Sabre Towers and Poles division. This PM will contact the NASPO Value Point customer's POC, introduce themselves and become that customer's POC moving forward. Sabre's PMs are construction subject matter experts in telecom infrastructure construction and are well trained in managing single site or multiple-site construction projects. Sabre's PMs are dedicated to making sure that once a job has been ordered/placed our NASPO Value Point customer gets fast responsive customer service from someone who's sole responsibility is to modify, upgrade, or build new communications sites from the ground up. Sabre's PMs will coordinate the project scheduling, manufacturing, construction crews, safety, and quality assurance. At the close of each project the PM and assistant will put together a complete closeout book with any required closeout documents.