

Exhibit B3-Standard Support

WARRANTY AND MAINTENANCE SERVICES

Section 1: Service Packages and Entitlements

The Warranty period will commence upon: (a) the delivery date of the corresponding terminals or accessory Products from Tait to Reseller; or (b) the Customer's Acceptance date for system infrastructure; or (c) the "Beneficial Use" by Customer of the Tait infrastructure. "Beneficial Use" means the date when prior to the Final System Acceptance Date the Customer has used the System or a portion of the System in the applicable Region(s) for operational purposes (excluding training or testing or by written permission from Tait or Reseller) for a period of ten (10) Business Days.

Current Support & Extended Warranty offers are summarized in the following table:

TERMINALS: All Tait Assurance packages will begin after the end of Manufacturer's Warranty Period and will automatically include Extended Warranty, but coverage is capped at 3 additional years for terminals, for 5 years total coverage for all terminals including Manufacturer's Warranty Period. In some cases, based on individual Customer requirements and proposed terms, longer periods of warranty may be required. In such cases, Reseller and Tait will negotiate pricing and terms in good faith.

Entitlement	Manufacturer's Warranty	Tait Assurance with Extended Warranty Repair
Help Desk support	8 am – 5 pm Monday - Friday support in customer's local time zone, provided by Reseller and Distributor, who then can escalate to Tait for support 8 am – 5 pm Monday – Friday, Central Time Zone	8 am – 5 pm Monday - Friday support in customer's local time zone, provided by Reseller and Distributor, who then can escalate to Tait for support 8 am – 5 pm Monday – Friday, Central Time Zone
Software Updates (including any security updates)	Provided; Customer responsible to download and install	Provided; Customer responsible to download and install
Repair	Defects only	Extends Manufacturer's Warranty (Defects Only)
Coverage period	2 years	Begins post warranty period, maximum of 3 additional years, for a total of 5 years total coverage with warranty for all terminals
Additional Terms & Conditions		Must be purchased at point of sale, accessories (batteries, antennas, chargers) excluded.

Table 1: TERMINAL ENTITLEMENTS

INFRASTRUCTURE: Tait Advantage packages will begin immediately upon acceptance and will not automatically include Extended Warranty. Extended Warranty coverage beginning at the end of the Manufacturer's Warranty period is available as an Option.

Entitlement	Warranty Period	Tait Advantage
Help Desk support	8 am – 5 pm Monday - Friday support in customer's local time zone, provided by Reseller and Distributor, who then can escalate to Tait for support 8 am – 5 pm Monday – Friday, Central Time Zone	24 x 7
Customer installed Software upgrades (including any security updates)	Included	Included
Repair	Defects only	Option to extend manufacturer's warranty (Defects only)
Coverage period	2 years	Begins per start date on the Order, lasting for the term of years purchased

Table 2: INFRASTRUCTURE ENTITLEMENTS

Optional Infrastructure Extended Warranty Coverage: Extended Warranty may be added to any Tait Advantage for Infrastructure agreement to cover defects for up to 5 additional years after Manufacturer's Warranty has expired, for 7 years total coverage between Manufacturer's Warranty and Extended Warranty or as otherwise extended by mutual written agreement of the Parties. Extended Warranty for Infrastructure is not available without Service Advantage and must be purchased at point of sale, prior to equipment shipping.

Key elements of scope and deliverables for the Offers listed above are as follows:

1. General Conditions-
 - a. Customer information: to ensure both parties have knowledge of the end-user and their specific entitlements, the Customer information should be included in the Order. Customer information should include name and address of Customer. Customer information will be used by Tait to verify the calls being received are entitled to support. Tait reserves the right to request Serial Numbers of product related to the support call to validate the specific units in question are in fact covered, but this information does not need to be collected on the Order.
2. Service Desk Support: For any purchase which includes Tait Advantage or Tait Assurance, Distributor will provide L2 24 x 7 support and Tait will provide L3 - L4 24 x 7 support. See Section 4 below for definitions of Levels. For any purchase which does not include Tait Advantage or Tait Assurance, Distributor will provide L2 8 x 5 (local to customer) support Tait will provide L3 - L4 8 x 5 (Central Time Zone) support. In cases where Reseller is providing L1 support, Reseller will be responsible for involving Tait and Distributor when needed to troubleshoot. If Reseller is not providing L1 support, Customer may call in directly to Distributor for support and will be expected to assist in troubleshooting.
3. Software Updates –For any Customer which has purchased Tait Advantage, Tait will provide access to software updates and documentation to Reseller who will then provide such access to Customers.
4. Extended Warranty – Reseller will establish RMA's with the Customer once it is verified that the concern is product-related and coordinate return of product for any Customer in their

Territory. Tait will provide repairs at its expense for product covered under the support agreement and will pay return shipping to the Customer. No fee is paid from Tait to Reseller for the facilitation of the RMA process.

Section 2: Service Package Pricing **Terminals Coverage Pricing**

	P25 Terminals - List Price	DMR Terminals - List Price
1 year plan	\$35.00	\$30.00
2 year plan	\$65.00	\$55.00
3 year plan	\$90.00	\$75.00

Infrastructure Coverage Pricing

	List Price per Annum
Service Advantage purchased at Point of Sale, prior to equipment shipping	3.5% of List price of infrastructure, including software
Extended Warranty option purchased at Point of Sale, prior to equipment shipping	Additional 1.0% of List price of infrastructure, including software. Purchase of Service Advantage is a pre-requisite for adding extended warranty.
Service Advantage purchased after equipment has shipped	4.5% of List price of infrastructure, including software
Extended Warranty option purchased after equipment has shipped	Not Available

- The start date will be stated on the Purchase Order to align with the start of service between Reseller and the Customer. In the rare case, a Customer has issues in closing out a project, Reseller and Tait will jointly agree upon whether the Customer has achieved “Beneficial Use”, at which point both organizations will start the service. Invoices from Tait to Reseller will be issued upon start date of the service, to coincide with the Customer billing cycle, preferably annually, but may be quarterly or as otherwise if Customer requires it.

Section 4: Level 1 Through Level 4 Support Definitions

- Level 1 Through Level 4 Support Definitions
 - L1 (Level 1) – First Line Support: This support level receives inbound requests through channels such as phone, Web forms, email, chat, or other means based on the documented agreement with the Client. L1 support typically includes communicating with individuals that have limited technical expertise. L1 support logs, categorizes, prioritizes, tracks, and routes:

- Incidents reported by users or
- Alarms raised by monitoring tools

L1 is intended to be the first to acknowledge an incident. L1 support tracks tickets until successfully resolved. L1 technicians can implement basic, documented break-fix tasks. L1

personnel will typically escalate to an L2 resource and follow documented escalation procedures, except in cases where resolution can be made on an almost-immediate basis.

Examples of L1 Support - Customer Helpdesk, Reseller, Tait Outsourced Partner

- L2 (Level 2) – Second Line Support: These technicians have more experience than L1 support technicians and manage incidents raised by the L1s or as agreed in documented SLA (Service Level Agreement) timelines. L2 technicians have more client specific knowledge and understanding. They have access to all technical documentation and resources and follow documented processes and workflows to troubleshoot more complex issues than L1 can resolve. They are expected to escalate further when documentation is insufficient to complete the tasks or do not solve the incident. They collaborate with any other support or dependency groups in case the incident has a linkage to other support personnel or outside vendors.

L1/L2 engineers are expected to normally target resolution of 80% incidents without further escalation.

Examples of L2 Support - Tait onsite engineer, Tait L2 Support Team, Tait Regional Service Desk, OEM L2 Support team, Reseller L2 Support Team

- ii. L3 (Level 3) – Third Line Support: L3 technical experts resolve issues that are typically difficult or subtle. L3 engineers participate in management, prioritization, minor enhancements, break fix activities, problem management, stability analysis, etc. L3 engineers are proactive in nature, identifying problems in advance and looking for continuous service improvement opportunities. L3 engineers may have root or administrator access to basic systems.

L3 engineers normally represent Customer issues in change advisory boards for software cadence releases. They are expected to recreate and understand the nature of issues they raise in such change advisory board meetings. They are thus an integral part of software release process for testing and sign-off of cadence releases from L4.

Examples of L3 Support – Tait L3 team, OEM/ Supplier L3 support teams for OEM product specific issues.

If a fix involves a major enhancement or a development, then the problem is transferred to engineering or development teams, Level 4.

- L4 (Level 4) – Product and Engineering Support: L4 support refers to product or vendor/OEM support and often involves vendor/OEM product architects, engineers, software developers, hardware designers and the like. When all other levels of support cannot solve a problem, a request is made to this level of support – escalation is usually managed by the L3 support technician or through special project/program management resources. These escalations can often involve software and hardware design and development or architecture issues, detailed configuration requirements, or other expert level guidance.

Examples of L4 Support – Tait L4 Engineering team, Partner/OEM Engineering Teams, etc.

Section 5: Product Lifecycle Policy

When not restricted by forces outside of Tait's reasonable control (such as component end of life), Tait will provide 6 months' notice to Reseller for product End-of-Sale effective dates. For any product under a support agreement, Tait will make reasonable endeavours to provide support for 7 years beyond the stated End-of-Sale dates, subject to component availability and regulatory changes beyond Tait's control or Tait will replace with a like product. For these supported products, the following clauses apply:

- Tait will provide Technical Support for the current and up to three previous releases of Software and

firmware. Technical Support for previous Software releases is at Tait's discretion and may be subject to Additional Charges.

- Tait shall maintain (i.e., provide bug fixes, modifications and improvements) only the current Software release for any Product. If Client experiences an Incident or Problem with a non-current release of Software, Client may be required to install the most current version of Software to remedy such Incident or Problem.
- This Section and the Support Fees do not include the provision of Client requested enhancements, modifications, or developments. Any such enhancement, modification or development may be requested by Client via the Tait Service Desk. Tait at its option may (a) provide the Client with a quotation for undertaking the request; and / or (b) endeavour to include the request in a future Software release; or (c) where not feasible for commercial, technical or other reasons, decline the request.

For Customers/proposals requiring additional extension to the above, Tait will work in good faith to consider extending this support.