

# EXHIBIT B3 - MAINTENANCE REPAIR

## SUPPORT

Ongoing assurance and expert support

The value from your communications investment is realised in the months and years that follow handover. That's when the enduring relationship with your communications provider really pays off. ait Support Services deliver continued, ongoing assurance and expert support for your people and your equipment – for the life of your network.

### PREDICT, PREVENT AND RESOLVE ISSUES BEFORE THEY IMPACT

Regular, scheduled maintenance and real-time monitoring means proactive intervention before issues escalate. Even minor downtime decreases productivity and operational efficiency, increases costs and heightens risk to your workers and your community.

Tait support provides proactive, priority attention and commitment at the level you require, for each aspect of your network. Experts take care of software compatibilities, hardware maintenance and monitoring performance to substantially reduce outages.

### REDUCE RESPONSE AND RECOVERY TIMES IN AN EMERGENCY

Today more than ever, network operators must prove that they are prepared. Critical communications require expert support that guarantees response and recovery times and support your performance parameters. You choose the level of response you need, confident that Tait experts will resolve critical performance issues and communications outages more efficiently and quickly than in-house staff.

### REDUCE MAINTENANCE, REPAIR AND INVENTORY OVERHEAD

Regular, scheduled maintenance carried out by certified technicians can measurably extend the economic life of your radio equipment. Tait can manage your hardware more effectively, with an upfront, predictable cost and guaranteed time to repair. We can free up your back-office resource for more important duties, and manage your inventory and spares overhead more effectively than you can in-house, or with third party contractors.

### OPTIMIZE YOUR NETWORK AS NEW FEATURES BECOME AVAILABLE

Remote system monitoring, regular system and network performance checks and proactive software updates all contribute to optimized network performance. However, as digital radio technology continues to develop, new applications and opportunities become available. Tait is committed your communications future, continually striving to deliver advanced solutions that are relevant to your organization.

### TAIT SUPPORT SERVICES:

- ▶ **Support Agreement** - supports your back office and keeps your network optimized with the level of support you choose.
- ▶ **Health Check** – provides confidence that foreseeable risks are identified and your network performance is optimized.
- ▶ **Extended Product Warranty** – configurable product warranty for your Tait radio equipment.
- ▶ **Software Upgrades and Updates** – advanced features and functions that enhance network performance and extends the life of your network.
- ▶ **Integrator Support** - supports integrators with information to interface to Tait products.
- ▶ **Repairs** – hardware repair services for Tait-supplied equipment, regardless of vendor or warranty.

## KEY SUPPORT SERVICES

### Support Agreement

Even minor network downtime decreases productivity and efficiency, increases costs and heightens the risk to your workers and your community. You need to monitor your network and all its elements, maintain equipment, prevent outages and in a crisis, troubleshoot and resolve issues fast. workers and your community. You need to monitor your network and all its elements, maintain equipment, prevent outages and in a crisis, troubleshoot and resolve issues fast.

A Tait Support Agreement allows you to choose the support configuration that precisely matches the needs of your network. We work with you to understand your support requirements to help you select the right level of support within each of the five support categories.

The result is a support structure that fits your current operating environment and technical resource, while maintaining flexibility for the future.

### Software Upgrades and Updates

Is your current radio network delivering maximum functionality for your organization? Are there new features that would increase operating efficiency or worker safety?

Software enhancements improve equipment operation, increasing network performance and improving worker safety and efficiency. This can add significant value and decrease your operational costs so you can achieve more with your current equipment, extending its useful life and delaying the capital expenditure associated with obsolescence.

Tait software is continuously evolving as the needs of our customers change and we continue to seek ways to increase features and performance.

### Health Check

The impact and consequences of losing communication can range from lost productivity, inconvenience to endangering the lives of radio users, customers and the public.

A Tait Health Check gives you the confidence that foreseeable risks and issues are identified and mitigated to guarantee your communications reliability. It provides network operators with recommendations

### Extended Product Warranty

When radio equipment fails, the consequences for your organization can go far beyond inconvenience. Workers may be unable to communicate effectively and productivity can decline. Your technical resources may be consumed in problem solving outside their capability, compromising safety and increasing costs.

A standard warranty does not necessarily fit all organizations and budgets. Tait Extended Product Warranty provides flexible hardware cover options beyond the Standard Warranty for all Tait equipment. The experts who designed, built and installed your communications equipment provide factory-specification repairs or full replacement.

In addition to the standard two year product warranty, all Tait equipment can be covered for up to five more years, securing an unbeatable seven years' peace of mind cover.

#### SITUATION

Committed to upgrading to P25 technology, this national police force acknowledged that their its communications expertise did not readily transfer to digital communications. They required support to keep their critical communications flowing, during the lengthy 10 year digital migration and beyond.

#### RESPONSE

Tait identified, resourced and trained communications specialists to work within and alongside the Police communications teams, providing day-to-day network management and support for their critical communications.

#### OUTCOME

Police communications are more secure, with potential issues identified and resolved faster by Tait specialists. The police communications team continues to develop confidence and expertise in the new technologies, through this ongoing partnership.