

## EXHIBIT B – STANDARD TECHNICAL SUPPORT POLICY

Roambee is committed to delivering prompt and knowledgeable technical support for its Services and Devices.

### 1. SUPPORT AVAILABILITY

- i. Technical Support is available to Customers Monday to Friday (excluding holidays) during 9 AM to 6 PM local time via the following channels:
  - Email: support@roambee.com
  - Web Portal: support.roambee.com
- ii. Local time is defined as the Customer's service address in the Order Form.

### 2. SUPPORT SCOPE

- i. Software Support: Roambee provides support for its Services, including issue logging, troubleshooting, and corrective measures as outlined in the Severity Levels below.
- ii. Device Support: Roambee provides limited Device support under the following conditions:
  - a. Support excludes devices that are on active shipments and are not reporting.
  - b. Non-reporting devices may result from factors beyond Roambee's control, such as:
    - Improper affixation of the Device or inadequate line of sight to open sky (a performance requirement for GPS tracking).
    - Lack of cellular connectivity or signal in the area of operations, which impacts data transmission.
    - Faster-than-expected battery discharge leads to premature battery depletion.
    - In such cases, Roambee can provide a device replacement upon Customer's request.

### 3. SUPPORT LEVELS

- i. Level 1 Support: Initial contact for issue logging, troubleshooting, and basic solutions.
- ii. Level 2 Support: Advanced issue handling with specific priority levels:
  - a. Severity 1: Service shutdown or inability to recover.
    - Response: 1 hour (24/7; outside working hours: next business day).
    - Resolution Target: 8 hours on average.
  - b. Severity 2: Service unstable, limited capability, or slow performance.
    - Response: 8 hours (24/7; outside working hours: next business day).
    - Resolution Target: 24 hours on average.
  - c. Severity 3: Dashboard functionality interrupted or slow performance.
    - Response: 24 hours (24/7; outside working hours: next business day).
    - Resolution Target: Temporary solution in 3 days; permanent fix in 14 days.
- iii. Level 3 Support: Corrective updates and enhancements planned in regular release cycles. Roambee will notify the Customer within 2 weeks regarding the release schedule for fixes or enhancements.

### 4. RESPONSE means Roambee will:

- i. Acknowledge receipt of the Customer's issue.
- ii. Request additional details as needed for resolution.

### 5. SUPPORT AUGMENTATION WITH TECHNOLOGY

To enhance the speed and relevance of responses, Roambee will from time to time augment its support services by leveraging new technologies, including:

- i. Knowledge Base for self-service solutions and documentation.
- ii. Frequently Asked Questions (FAQ) to address common issues.
- iii. AI-Powered Chatbots to provide instant, relevant responses and assist with issue resolution.