



EXHIBIT B – STANDARD TECHNICAL SUPPORT POLICY

Decklar 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@Decklar.com
 - Web Portal: support.Decklar.com
- ii. Local time is defined as the Customer's service address in the Order Form.

2. SUPPORT SCOPE

- i. Software Support: Decklar provides support for its Services, including issue logging, troubleshooting, and corrective measures as outlined in the Severity Levels below.
- ii. Device Support: Decklar 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 Decklar'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, Decklar 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. Decklar will notify the Customer within 2 weeks regarding the release schedule for fixes or enhancements.

4. RESPONSE means Decklar 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, Decklar 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.