

**STATE OF GEORGIA  
CITY OF WARNER ROBINS**

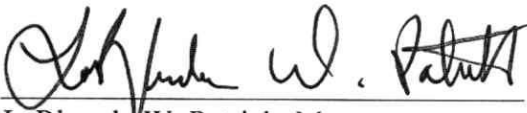
**RESOLUTION**

BE IT RESOLVED that the Mayor and Council of the City of Warner Robins authorize Mayor LaRhonda W. Patrick to execute a Cybercheck Case End User Agreement between the Warner Robins Police Department (“Client”) and Global Intelligence Inc., DBA Cybercheck (“Cybercheck”), whereby Cybercheck provides actionable intelligence to help solve complicated criminal cases. Using AI and machine learning algorithms, Cybercheck provides agencies with qualified investigative leads that can be used for the buildup of the body of evidence to further investigations along the judicial process and providing added probable cause.

This 5<sup>th</sup> day of February, 2024.

**CITY OF WARNER ROBINS, GEORGIA**



By:   
LaRhonda W. Patrick, Mayor

Attest:

  
Mandy Stella, City Clerk



February 1, 2024

Cybercheck  
130-10 Knowledge Park Drive  
Fredericton, NB E3C 2M7 Canada

Warner Robins Police Department  
100 Watson Blvd,  
Warner Robins, GA 31093

Re: Cybercheck Case Sole Source Letter

To Whom it May Concern,

Global Intelligence Inc. DBA Cybercheck is the sole source provider of Cybercheck Case. Cybercheck Case provides accurate and actionable case intelligence to law enforcement and intelligence agencies. Cybercheck Case provides intelligence across a supply chain of information ranging from location and movement data to device signaling and cyber profile activity across the surface, deep and dark web. The output delivered from the Cybercheck Case solution is a concise report providing correlated information about a criminal case with layered intelligence context.

Cybercheck Case has been exclusively developed by and is sold and licensed by Cybercheck. There is no other company, agent, broker, or dealer authorized to represent and sell this product.

Further, there is no other product available, either in the open-source community, or available commercially for purchase, that would serve the same purpose and function as Cybercheck Case in its applicability and specificity toward law enforcement investigation cases. In the absence of a competing product of a similar nature available in the market, this solution, Cybercheck Case, developed under a secret process by Cybercheck, currently represents a sole source for this intelligence in the market.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Shaw".

Jeff Shaw, COO  
Cybercheck  
Jeff.shaw@cybercheck.ai



**Global Intelligence Inc., dba: Cybercheck**

10 Knowledge Park Drive, Suite 130

Fredericton, NB

E3C2M7

Canada

**Prepared by:** Tori Cameron, Account Executive

**E:** tori.cameron@cybercheck.ai

**Ph:** 902.623.1523

Proposal for: Warner Robins Police Department

Proposal # **PN170124\_WRPD**

**Purpose**

Cybercheck is an invaluable resource for providing Law Enforcement (LE) with actionable intelligence to help solve complicated criminal cases. Using AI and machine learning algorithms, Cybercheck provides agencies with qualified investigative leads that can be used for the buildup of the body of evidence to further investigations along the judicial process and providing added probable cause.

Leveraging open-source data on the open, deep, & dark web, Cybercheck focuses on placement of suspects near wireless access points via their digital footprint, better known as cyber profiles or CyberDNA, as associated to a criminal incident(s), or at the scene of a crime. Placement of suspects can be as accurate in range of wireless access points to be within a few meters for correlation and location mapping capabilities. The Cybercheck solution is accurate, thorough, and easy to use, all while remaining truly open source. Cybercheck can analyze vast amounts of data including witness statements, digital forensics evidence, mobile signaling, affiliations and associations to criminal networks/behaviors, and more. This technology identifies case links that may have been missed by traditional investigation methods.

Cybercheck focuses on signaling communication and connection attempts between cyber profiles and wireless access points. An example being, a device (cell phone, tablet, smart watch, etc.) with enough of your cyber-DNA present (applications with email/phone/username details), attempting to connect to a Wi-Fi router, Bluetooth printer, gaming console, or any other device that can beckon a connection attempt, sharing breadcrumbs of an individuals' cyber-DNA details across the World Wide Web for



Cybercheck to uncover.

Using these methods, Cybercheck has placed suspects at the location of drive by shootings, homicide scenes, body dumps, hideouts, scams, weapon dumps, human and drug trafficking hot spots and more.

**Features and Services**

Cybercheck includes:

- Unlimited users
- Case package options: 5 x Case Reports
- Case and technical support (Weekdays, 8AM EST – 8PM EST)
- Onboarding and training
- 24/7/365 Real Time Operation support
- Operation “Hold the Line” - Free Cybercheck AI case(s) and Real Time Operations Centre access for any instance involving an agency fallen officer investigation.

**Agreement Term & Pricing Options**

Cybercheck is pleased to present the following pricing options:

<b>OPTION 1</b> 5 x Cases, 1 x Supplemental Ask per Case, Real Time Operational Locate & Live Support associated to active Case.	<b>\$18,500.00</b>
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Cybercheck appreciates that there may not be a “one solution” fits all agencies approach, and therefore encourages open dialogue with our customers to identify any agency specific need. As an example, Cybercheck has often prorated the above pricing model to bridge until full funding can be received.

Irrespective of the commercial relationship going forward, Cybercheck encourages all Law Enforcement Agencies to reach out to us for support in any fallen officer incident.

Approved by:

A handwritten signature in black ink, appearing to read "Rob Lindsay".

Rob Lindsay

Vice President – Sales and Business Development  
Cybercheck  
Ph: 902:791:0990  
E: [Rob.Lindsay@Cybercheck.ai](mailto:Rob.Lindsay@Cybercheck.ai)



An invaluable resource for solving criminal cases and bringing closure to families, our AI powered solution is a powerful tool in the workflow of police organizations throughout North America.

#### **Cybercheck it.**

Designed by data intelligence experts, our software uses advanced machine learning algorithms to analyze vast amounts of data including witness statements, digital forensic evidence, mobile signaling, and cyber profile data. Cybercheck identifies case links that may have been missed by traditional investigation methods.

We provide real-time and historical based intelligence from all layers of the surface, dark and deep web. The volume of data gathered by our software represents hundreds and even thousands of hours of investigation time.

Our narrative-based reports give you information correlated across five layers of intelligence, starting from identities and locations and correlating in telco, geolocation, and other device and user signaling markers.

Thorough, accurate, and easy to use, our solution is an invaluable resource for law enforcement agencies across the United States in solving difficult major crime cases. With as little as a crime scene address or a victim name, our solution will provide results that can be used to support probable cause in a criminal case.

#### **What We Look For**

An open-source intelligence and reconnaissance platform, Cybercheck automatically queries, assesses, and determines intelligence that is relevant to your case such as:

- Cyber and social identities
- Online associations and relationships
- Movement and signaling (Wi-Fi, Bluetooth, geolocation)
- Web and application access
- URLs (including historical versions)
- Bitcoin addresses
- Employment
- Licenses
- Vehicle information
- Text messaging platforms
- IP addresses
- Phone numbers
- Email addresses
- Physical locations and addresses
- Videos/images/data access
- Time based correlation

Cybercheck can track the whereabouts and interactions of individuals via cyber profiles, Internet sites and data, even on the dark web. This intelligence leads to critical insight on movement, location, and links to criminal activity.

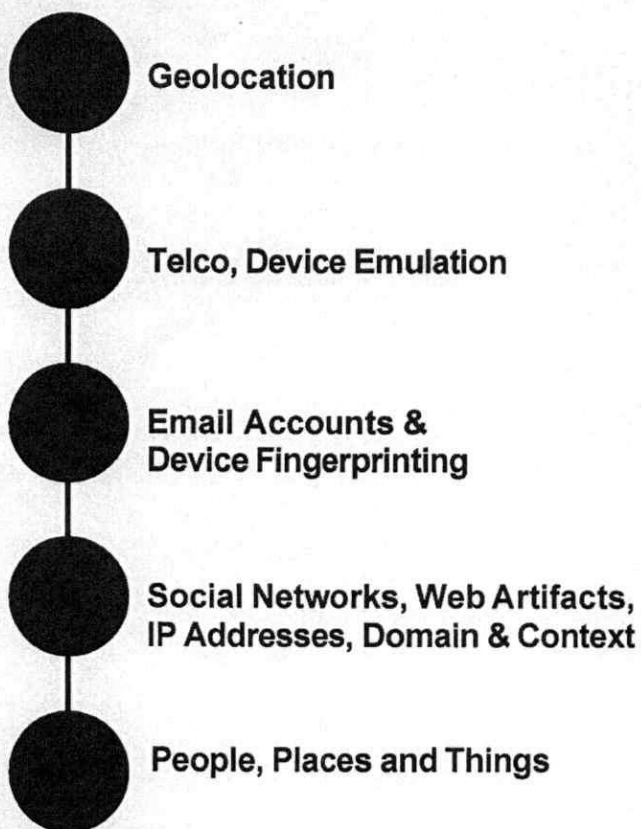
Book a demo: [www.cybercheck.ai](http://www.cybercheck.ai)





## 5 Layers of Intelligence

Cybercheck consists of five layers of intelligence. Each layer of intelligence progresses in sequential order to confirm or deny a link. Based on the findings, Cybercheck will continue to the next layer until 80% confidence is reached.



## Features

### Deep & Dark Web Analysis

Go beyond the surface, with deep and dark web analysis. From chat room connections to illegal content serving and access, nothing is hidden from Cybercheck.

### Real-Time Data

Real-time analysis is used to build narrative reports. Cybercheck does not store data sets, the Internet is our data set.

### Geolocation Technology

Track the whereabouts of individuals via cyber profiles communicating with Internet enabled devices, including Wi-Fi and Bluetooth.

### 24/7 Support

Receive unparalleled 24/7 case support, real-time intel for imminent threats and expert testimony when you need it.

### Zero Effort Reporting

Get case reports with qualified investigative leads, including social media usernames, email addresses, phone numbers, locations, and more.

### Intuitive Interface

No need to click through multiple screens. Our intuitive interface is simple and easy to navigate.

### Biometrics

Body linguistics and biometric analysis across photos and videos.

Book a demo: [www.cybercheck.ai](http://www.cybercheck.ai)



## CYBERCHECK CASE END USER AGREEMENT

This **End User Agreement** (“**Agreement**”) is entered into as of this 17th day of January, 2024, between **Global Intelligence Inc, DBA Cybercheck**, a company incorporated under the laws of Canada, with principal offices located at New Brunswick, Canada (“**CYBERCHECK**”), and **Warner Robins Police Department** an independent constitutional officer under the laws of the State of GEORGIA with administrative offices located at \_\_\_\_\_ (“**CLIENT**”). **CYBERCHECK** and **CLIENT** shall each be referred to hereunder individually as a "**Party**" and collectively, the "**Parties**".

### 1. COMMERCIAL TERMS

**CLIENT** agrees to the following commercial terms with regard to contract duration, features, quantities and pricing. Services provided by **CYBERCHECK** under this Agreement are fully described in the attached Schedule 2. **CYBERCHECK** will allow the **CLIENT** access to the full functionality of Cybercheck Case via a dedicated web portal for the purpose of entering case information and receiving case reports. Access will not be limited as to time of day, nor will it be limited as to the number of end users of the **CLIENT** using Cybercheck case.

Item	Quantity	Annual
5 x Cases, 1x Supplemental Ask per Case, Real Time Operational Locate & Live Support associated to active Case.	1	\$18,500.00
Total (USD)		\$18,500.00

- Payment is due upon invoice receipt. Overdue accounts will be charged interest at the rate of 1.5% per month beginning 1 month after the invoice date.
- A lapse in service between the annual period of performance start date and previous year-end date, will result in a 5% increase in renewal cost.
- The pricing presented to the Client is strictly confidential and subject to the Schedule I Data Confidentiality Agreement attached herein.

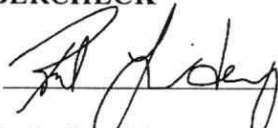






IN WITNESS WHEREOF, the parties hereto through their duly authorized representatives have executed the preceding COMMERCIAL TERMS above and the following CYBERCHECK CASE USAGE TERMS AND CONDITIONS and attached SCHEDULE 1 DATA CONFIDENTIALITY AGREEMENT which is all agreed to be in effect as of the day, month and year first set forth above.

**CYBERCHECK**

By:   
(Authorized Signature)

Name: Rob Lindsay

Title: Vice President - Sales

Date: January 17<sup>th</sup>, 2024

**CLIENT**

By:   
(Authorized Signature)

Name: LaRhonda W. Patnick

Title: Mayor

Date: 2/5/24

## **2. AGREEMENT**

This Agreement is entered for the purpose of enabling the CLIENT to utilize Cybercheck Case for criminal investigations and intelligence gathering in compliance with the COMMERCIAL AGREEMENT (page 1), SCHEDULE 1-DATA CONFIDENTIALITY AGREEMENT and the terms contained in these USAGE TERMS AND CONDITIONS. A full descriptions of the services provided under this Agreement are included in SCHEDULE 2- DESCRIPTION OF SERVICES.

Subject to the terms and conditions of this Agreement, CLIENT is hereby granted a non-exclusive, non-transferable, non-sub licensable license during the Annual Term (as defined below) to use Cybercheck Case made available by CYBERCHECK to CLIENT pursuant to this Agreement for the sole purpose of this Agreement. CLIENT's license rights to use Cybercheck Case are limited to those expressly granted by this Agreement. Any use of Cybercheck Case by CLIENT in violation of these terms shall be a breach of this Agreement.

## **3. INTELLECTUAL PROPERTY RIGHTS**

Cybercheck Case is licensed and not sold; CYBERCHECK retains ownership of all right, title and interest in Cybercheck Case CYBERCHECK, or its licensors, own all intellectual property rights, including patent, copyright, trade secret, trademark and other proprietary rights, in and to Cybercheck Case and the underlying software and technology and all intellectual property rights related thereto.

## **4. RESTRICTIONS**

CLIENT shall not use Cybercheck Case for any purpose other than what it is duly permitted and authorized to use for such purpose in identifying Indicators of Criminal Behavior (IOCB). CLIENT agrees and undertakes that it will not, either by itself or by anyone on its behalf:

- (1) Use Cybercheck Case and/or Services in order to violate third parties' right to privacy or other rights, or harvest or collect personally identifiable information about third parties without their express and informed consent;
- (2) Forward, publish or otherwise make available Cybercheck Case and/or Services in violation of the provisions of this Agreement, or without the prior written consent of CYBERCHECK;
- (3) Sell, rent, lease, sublicense, distribute, create partition, redistribute, syndicate, create derivative works of, assign or otherwise transfer or provide access to, in whole or in part, Cybercheck Case or Services;



- (4) Use Cybercheck Case or the Services for any illegal, unauthorized or other improper purposes; or
- (5) Otherwise violate any of the terms set forth under this Agreement.

## **5. CHOICE OF LAW & FORUM**

CYBERCHECK agrees that the validity, construction and effect of this Agreement shall be governed by jurisdiction of the CLIENT, and the venue for any legal action will be in a competent court in that jurisdiction.

## **6. SEVERABILITY**

In the event any provisions of these terms and conditions are held to be unenforceable for any reason, the unenforceability thereof shall not affect the remainder of the terms and conditions which shall remain in full force and effect and enforceable in accordance with these terms and conditions.

## **7. ENFORCEMENT**

In the event either party incurs legal expenses or costs to enforce these terms and conditions, the prevailing party shall be entitled to recover the costs of such action so incurred, including, without limiting, reasonable attorney's fees and costs.

## **8. NO THIRD-PARTY BENEFICIARIES**

This Agreement is for the benefit of the parties hereto and is not entered into for the benefit of any other person or entity. Nothing in these terms and conditions shall be deemed or construed to create or confer any benefit, right or cause of action for any third party or entity.

## **9. WAIVER OF BREACH**

It is agreed that no waiver or modification of the terms hereof or of any covenant, condition, or limitation contained in said terms shall be valid unless it is in writing and duly executed by the party to be charged with it, and that no evidence of any waiver or modification shall be offered or received in evidence in any proceeding, arbitration, or litigation between the parties arising out of or affecting the terms hereof, or the right or obligations of any party, unless such waiver or modification is in writing, and duly executed.

The waiver by either party of a breach or violation of any provision of these terms and conditions shall be construed as a modification of these terms and conditions and shall not operate as, or be construed to be, a waiver of any subsequent breach of the same or any other provision of these terms and conditions.

## **10. TERM AND TERMINATION**

This Agreement is effective as of the Effective Date and shall automatically expire on the Annual End Date (i.e., the end of the initial Term) specified in the COMMERCIAL AGREEMENT on page 1, (the “Annual Term”). CLIENT shall have the right to use Cybercheck Case for the Term. This Agreement will automatically terminate at the end of the Term or if CLIENT fails to comply with any of the terms of this Agreement. Upon termination of this Agreement for any reason, including expiration of the Term, CLIENT agrees to discontinue all use of Cybercheck Case.

## **11. CONFIDENTIALITY**

The Data Confidentiality Agreement by and between the Parties is attached as Schedule 1 and constitutes an integral part of this Agreement. Except as required by the Open Records Act, the agreement shall control the disclosure, use and protection of ALL data entered in, and processed by, Cybercheck Case and is classified as Confidential Information between the parties. In summary, ALL data is owned by the CLIENT, the CLIENT is the Data Controller and CYBERCHECK is the Data Processor.

## **12. DISCLAIMERS**

PRODUCT AND/OR SERVICES, INCLUDING WITHOUT LIMITATION ANY INFORMATION RELATED THERETO, ARE PROVIDED ON AN “AS IS” BASIS, WITHOUT ANY WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF USE, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; AND CYBERCHECK DOES NOT WARRANT THAT THE



PRODUCT OR SERVICES OR CONTENT CONTAINED THEREIN SHALL BE ERROR-FREE, SHALL BE COMPLETE OR ACCURATE OR SHALL MEET CLIENT'S REQUIREMENTS, NEEDS OR EXPECTATIONS. EXCEPT AS OTHERWISE EXPRESSLY AND SPECIFICALLY PROVIDED FOR IN THIS AGREEMENT, CYBERCHECK DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, ACCURACY, AND RELIABILITY. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL AND MATERIAL PART OF THIS AGREEMENT.

### **13. ENTIRE AGREEMENT**

This Agreement contains the entire understanding between the parties relating to the use of Cybercheck Case and supersedes all prior communications. The parties acknowledge and agree that neither of them has made any representation with respect to the subject matter of this Agreement or any representations except such representations as are specifically set forth herein, and the parties acknowledge that they have relied on their own judgment in entering into the same. The parties further acknowledge that any statements or representations that may have been made by either of them to the other are void and of no effect and that neither of them has relied on such statements or representations in connection with its dealings with the other. No "click on" or "click through" online agreements or terms/conditions found on the Website or any other communication by and between the parties shall alter, modify, supplement, or replace these terms and conditions contained herein or found. No alteration of these terms and conditions is binding on CLIENT unless signed by CLIENT.



## SCHEDULE 1 DATA CONFIDENTIALITY AGREEMENT

This Data Confidentiality Agreement is effective as of the day, month and year first set forth above in this Agreement by and between CYBERCHECK (the “**Disclosing Party**”), and the CLIENT (the “**Receiving Party**”). With respect to any and all information disclosed by the Disclosing Party to the Receiving Party, the parties wish to ensure due protection of such information.

Therefore, the parties hereby agree as follows:

1. Receiving Party acknowledges that it may receive information regarding the activities and business of Disclosing Party, its parent companies, subsidiaries and/or affiliates, all whether in oral, written, graphic, or machine-readable form, or in any other form, including, without limitation, concepts, techniques, processes, methods, systems, designs, drawings, photographs, models, prototypes, computer programs, research materials, formulas, development or experimental work, work in progress, mask work, inventions, cost data, marketing plans, product plans, business strategies, financial information, forecasts, personnel information and customer or supplier lists (collectively, “**Confidential Information**”). Confidential Information also includes information received by or disclosed to the Disclosing Party from a third party under a confidentiality, non-disclosure, non-use or other similar restriction. For the avoidance of doubt, nothing herein shall be deemed to impose on Disclosing Party any duty or obligation to disclose any such information to Receiving Party, and such disclosure shall be at all times at Disclosing Party's sole and absolute discretion. Furthermore, nothing herein shall be deemed to create any representation that the Confidential Information, or any part of it, is whole, accurate or correct.
2. Receiving Party hereby acknowledges that the Confidential Information is highly confidential, and undertakes that, at all times, it: (i) shall treat and maintain the Confidential Information as confidential, and hold all such Confidential Information in trust and in strict confidence, utilizing the same degree of care it uses to protect its own confidential information, but in no event less than a reasonable degree of care; (ii) shall not disclose the Confidential Information to any third party, whether or not for consideration; (iii) shall not use the Confidential Information for any purpose other than the limited purpose, or exploit the Confidential Information for its own benefit or for the benefit of anyone else, without the prior written consent of Disclosing Party; and (iv) shall not make any copies of the Confidential Information without the prior written consent of Disclosing Party.
3. The Confidential Information and all right, title and interest therein will remain at all times the exclusive property of Disclosing Party, its parent companies, subsidiary companies and/or affiliates. Nothing hereunder may be construed as granting to Receiving Party any right, warranty or license by implication or otherwise under any patent, copyright, know-how or design rights, or other form of protection of industrial or intellectual property, or as creating any obligation on the part of Disclosing Party to enter into any business relationship whatsoever or to offer for sale any service or product.



## SCHEDULE 2- DESCRIPTION OF SERVICES

### 1. Overview

Cybercheck Case is an invaluable resource for providing Law Enforcement (LE) with actionable intelligence to help solve some of the most complicated criminal cases. Using AI and machine learning algorithms, Cybercheck provides agencies with qualified investigative leads that can be used for the buildup of the body of evidence to further investigations along the judicial process and providing added probable cause.

Leveraging open-source data on the open, deep, & dark web, Cybercheck focuses on placement and interactions of cyber profiles or CyberDNA, associated with a criminal incident and crime scene. Cybercheck Case is accurate, thorough, and easy to use, all while remaining truly open source. Cybercheck can analyze vast amounts of data in an automated way including mobile signaling, victim interactions, affiliations and associations to criminal networks, and more. This technology identifies case links that may have been missed by traditional investigation methods.

Features include:

- ✓ Full automation of intelligence gathering from surface, deep and dark web information
- ✓ Extensive correlation and deconfliction across intelligence layers
- ✓ Operational portal for entering and tracking all cases in process and completed
- ✓ Reports returned securely to client dedicated Amazon WorkDocs folder

### 2. Services

#### 2.1. Licensing for Cybercheck Case

The Agency is provided with a limited use license for Cybercheck Case during the Term as outlined in the preceding EULA. The EULA includes restrictions for use only in support of criminal investigations undertaken by an authorized Law Enforcement Agency and additional restrictions on improper use.

#### 2.2. Web Portal, Database, and Agency WorkDocs Folder

Cybercheck will configure a web portal for agency use as well as dedicated database for returned case intelligence. An Amazon WorkDocs folder is provided where completed case reports will be returned. The web portal provides a simple interface for entering the case "Ask" (intelligence related to a case that is being requested from Cybercheck) and supplemental information about the crime scene and other particulars that are required for the case run. The portal provides automated notification services alerting users to returned results. The portal and WorkDocs site also provides secure identification and authorization services for agency users. Credentials for access must not be shared among users and all users of the portal must have completed the onboarding and training requirements prior to being issued credentials.

#### 2.3. Onboarding

During the onboarding phase, Cybercheck will configure the agencies' dedicated web portal,

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database, and WorkDocs site as described in the previous section. Onboarding requires no access to agency networks and no software is required to be installed. During onboarding, agency users will be trained on how to access the portal as well as receive training on how to access WorkDocs for completed case reports. WorkDocs is also the repository for providing Cybercheck supplementary case information such as witness statements, photo, or video evidence. Support process documentation for contacting support and real-time operations is provided. Additional training for the case submission process along with a FAQ regarding how to formulate the Ask entered with a case file is provided to avoid phrasing that may be too general, broad or otherwise problematic leading to extended case run time.

#### **2.4. Case Entitlements**

Clients are provisioned with a limited number of cases as detailed in the preceding Commercial Terms. Cases are available in various bundle configurations from 5 to 100+ cases in increments that best suit the agency size, case volumes, and budget. The deliverable for this service is the case report of intelligence findings delivered by Cybercheck.

A case entry entered by the agency must include the law enforcement agency's case file number along with the required information requested for the investigation (the Ask). A template and examples of case information to support the Ask are provided during onboarding.

Case reports are returned at the end of the case run after correlation and deconfliction are completed. Cases entered in the Agency portal are counted toward and decrement from the Agency case entitlement count. Each case is entitled to one supplementary Ask, additional supplemental requests will be subject to additional charges or decrement the agency case count.

Cases entered and still running after the contract termination date will still be completed and the report returned to the Agency however continuous service is recommended for ongoing access to portal, WorkDocs and full support & maintenance. A lapse in the period of performance will be subject to a 5% increase to allow for reinitiation of services.

***Cybercheck's "Hold the Line" commitment- Any case or real-time operation involving a fallen officer, irrespective of commercial agreement, will be completed free of charge.***

## 2.5. Platform Maintenance & Support

Cybercheck follows industry best practices regarding system maintenance, updates, and support. Support processes will be reviewed during onboarding and must be followed to ensure the best user experience with the Cybercheck solution. Delays and bottlenecks can arise in cases where the support process is not followed and questions or concerns are instead submitted through sales or administration channels.

All support enquires including incidents (platform and case support, real-time support), and service requests (adds, moves and changes) will be assigned an incident ticket by Cybercheck.

## 2.6. General Support Process

Support will be provided for:

- Reporting errors, security incidents or outages
- Support for problems accessing or using the agency’s Cybercheck Case portal or WorkDocs
- Service requests relating to the creation and maintenance of user credentials and user onboarding/offboarding

General support will be provided during the hours of 8:00am to 8:00 pm EST, Monday through Friday, excluding holidays. Please contact:

- By phone by calling our support center **260-253-4401**;
- By email to **support@cybercheck.ai** except;
- Questions regarding court material, subpoenas and any other court related enquiries should be sent by email to **classified@cybercheck.ai**

The following table outlines support timelines by category:

Category	Indicators	Scope	Response Time
<b>1 – Critical</b>	Loss of access to platform, alerts not flowing	Critical loss of functionality, no access to platform	4 Hours
<b>2 – High</b>	Loss of important functionality	Subset of features not working or problem with notifications	8 Hours
<b>3 – Medium</b>	Augmentation functionality lost	Supplementary data such as screenshots missing, expected report fields not	Next business day

		populated.	
<b>4 - Low</b>	General support questions, improvement request	Request for information around functions and features.	3 business days to respond to general support questions with answer or action plan in the case of improvement request.
<b>Service Request</b>	Additions/removals of users,	Routine service request	Service ticket processing time NBD for additions/removals.
<b>Case Submission</b>	Submission of cases and supplemental intelligence requests	Expectation	Report generation time varies by complexity ranging from several weeks to several months for cold cases.

## 2.7. Real-time Support (24X7)

Real-time intelligence is based on real-time collected, analyzed, and correlated data, which represents the actionable intelligence delivered to the members of Agency over a suitable communication channel in real time during an incident. Real-time intelligence is delivered as soon as it becomes available to be used for navigation, tracking and confirming elements of an immediate criminal activity, apprehension associated with a case, or where an imminent threat to public safety has been identified.

**IMPORTANT\* Real-time support requires active field engagement for successful outcomes, in other words, boots on the ground engaged to work with Cybercheck Analysts in real time.**

The following service situations apply:

1. Cybercheck supports the Agency with real-time apprehension support at no additional cost related to an open case file, for example when a suspect needs to be located for arrest or has otherwise fled.
2. Real-time intelligence may also be provided on-demand for delivering actionable intelligence based on the requirement that there is an imminent threat to public safety in the jurisdictions responsible for and enforced by the Agency. This type of real-time support requires that the agency consume a case from their bundled case count to initiate the real-time case.

### Real-time Support Process

Real-time support will be provided on a 24X7 basis, please contact:

- By phone by calling our support center **260-253-4400**;

### 3. Out of Scope

#### 3.1. Virtual or On-Site Affidavit and Trial Specific Support

Affidavit and trial specific support provided by a Cybercheck representative who is duly qualified to testify is available at an additional cost.

- Court preparation, outside of initial legal case review, Q&A, and/or kickoff, will be charged at \$3000 per case fixed fee.
- Virtual court testimony is \$300 USD/hour and in-person court attendance is \$2500 USD/day for each day the representative is required to attend court. If the date scheduled to testify is moved while the representative is present at the court house additional attendance days will be applicable.

One additional day at half rate (\$1250) will be charged for travel time. Prior authorization from CLIENT is required for travel expenses. Travel expenses for reimbursement include, but are not limited to, accommodation, airfare, car rental, meals, and metera



DATE: 2/23/2024 COMPANY: 01 CITY OF WARNER ROBINS POL1710

TIME: 15:58:47 REQUISITION AND REQUEST FOR QUOTE ALANNEAU

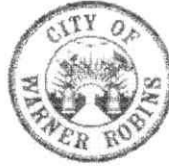
REQUISITION NUMBER : 0037414 REQUISITIONED BY: CRYSTAL NOLL CITY OF WARNER ROBINS

FOR WHOM. . . : POLICE - CID FOR WHAT. : CYBERCHECK

PURCHASE ORDER NUMBER: 0058725 VENDOR NAME . . : GLOBAL INTELLIGENCE INC

ITEM	QUANTITY	DESCRIPTION	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS	UNIT PRICE	TOTALS
1	1.00	CYBERCHECK 5X CASES, 1X SUPPLEMENTAL ASK PER CASE (INVOICE SPLIT BETWEEN WRPD & HCDA OFFIC E - WRPD PORTION)	9250.00	9250.0000	9250.00	9250.0000	.00	.0000	.00	.0000	.00	.0000	.00	.0000	.00	.0000
		ACCT:														
		SUB TOTAL		9250.0000		9250.0000		.0000		.0000		.0000		.0000		.0000
		SALES TAX		.0000		.0000		.0000		.0000		.0000		.0000		.0000
		LESS DISCOUNT		.0000		.0000		.0000		.0000		.0000		.0000		.0000
		TOTAL		9250.0000		9250.0000		.0000		.0000		.0000		.0000		.0000

# CITY OF WARNER ROBINS



Post Office Box 8629  
 Warner Robins, GA 31095  
 (478) 302-5530 PHONE  
 (478) 929-6940 FAX

<b>PURCHASE ORDER NO.</b>
0058725-00

<b>ISSUE DATE</b>
02/23/2024

## PURCHASE ORDER

VENDOR NO.	REFERENCE	TERMS	F.O.B.	REQUISITION NO.
10889	C/A 02.08.2024	NET 30	DESTINATION	0037414

**ISSUED TO**

GLOBAL INTELLIGENCE INC  
 10 KNOWLEDGE PARK DRIVE, SUITE 130  
 FREDERICTON, NEW BRUNSWICK E3C 2M7

**SHIP TO**

WARNER ROBINS POLICE DEPT  
 100 WATSON BLVD  
 WARNER ROBINS GA 31093-0000

PHONE: 902-623-1523 FAX:

**FOR MORE INFORMATION CONTACT:** ALLISON LANNEAU

**TELEPHONE NO.:** 478-302-5425

ITEM NO.	QUANTITY	U / M	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1	1	LS	CYBERCHECK 5X CASES, 1X SUPPLEMENTAL ASK PER CASE (INVOICE SPLIT BETWEEN WRPD & HCDA OFFICE - WRPD PORTION) ANTICIPATED DELIVERY-02/23/2024 ACCT DIST:	9250.0000	9250.00
				SUB TOTAL	9250.00
THIS ORDER IS EXEMPT FROM FEDERAL EXCISE TAX			STATE SALES TAX EXEMPTION CERTIFICATE NO. 076987-006521 FEDERAL TAX EXEMPTION CERTIFICATE NO. 58-6000693	<b>TOTAL OF PURCHASE ORDER</b>	
					9250.00

**INSTRUCTIONS TO THE VENDOR:**

- By shipping the goods or by acknowledging receipt of this order you agree to the terms and conditions of sale set forth. Any different or additional terms in your acceptance of this offer are hereby objected to.

**No deliveries will be accepted at Central Receiving after 4:00 pm**

ALLISON LANNEAU  
 ASST. PROCUREMENT MANAGER

2/26/2024

DATE AUTHORIZED SIGNATURE

Check Date: 3/07/2024

Vendor #/Name: 10889 GLOBAL INTELLIGENCE INC 256234

Inv Dt	Inv#	Amount	Disc	Net
021224	154A	9250.00		9250.00

CYBERCHECK 5X CASES, 1

TOTAL \$9,250.00

Vendor #/Name: 10889 GLOBAL INTELLIGENCE INC 256234

Inv Dt	Inv#	Amount	Disc	Net
021224	154A	9,250.00		9,250.00

CYBERCHECK 5X CASES, 1

TOTAL \$9,250.00

256234

NINE THOUSAND TWO HUNDRED FIFTY DOLLARS & 00 CENTS 3/07/2024 \$9,250.00\* \*\*\*\*\*

GLOBAL INTELLIGENCE INC  
10 KNOWLEDGE PARK DRIVE, SUITE 130  
FREDERICTON, NEW BRUNSWICK E3C 2M7

**Cybercheck**

10 Knowledge Park Drive Suite 130  
Fredericton NB E3C 2M7  
5064782032  
jennifer.mcmullen@cybercheck.ai  
GST/HST Registration No.: 753892892



**INVOICE**

BILL TO  
Warner Robins GA Police Department  
100 Watson Blvd  
Warner Robins, GA 31093 US

INVOICE 154A  
DATE 02/12/2024  
TERMS Due on receipt  
DUE DATE 02/12/2024

DATE	DESCRIPTION	QTY	RATE	AMOUNT
02/12/2024	Cybercheck Case 5 x Cases, 1x Supplemental Ask per Case, Real Time Operational Locate & Live Support associated to active Case. (Invoice is being split between WRPD and Houston Co. DA's Office.)	1	9,250.00	9,250.00

Dear Warner Robins Police Department,

SUBTOTAL 9,250.00

Here is your invoice.

TOTAL 9,250.00

Payments can be made via wire transfer or cheque.

BALANCE DUE **ENTERED** **USD 9,250.00**

Wire transfers are to be sent to

MAR 05 2024

TD Canada Trust Bank  
77 Westmorland Street  
Fredericton, New Brunswick  
E3B 6Z3 Canada

SR

Transit Number: 50804  
Institution Number: 004  
Account Number  
Swift Code:

PO# 58725

Cybercheck is a registered business name of Global Intelligence Inc. Cheques must be made payable to Global Intelligence Inc. and mailed to:

10 Knowledge Park Drive Suite 130  
Fredericton, New Brunswick  
E3C 2M7

SCANNED

clw

03.05.2024

We appreciate your prompt payment.

MAR 06 2024

Rec # 19802

Have a great day,  
Global Intelligence Inc.

RECEIVED

MAR 05 2024

FINANCE

Please send check to  
Crystal @ PD.  
Thanks!