

EXHIBIT - B

Support and Maintenance Services

- 1. Support and Maintenance Services:** Support and Maintenance Services are included in the SaaS Services subscription in Exhibit B and entitles Customer to the following:
 - 1.1. Telephone or electronic support in order to help Customer locate and correct problems with the Software.
 - 1.2. Bug fixes and code corrections to correct Software malfunctions in order to bring such Software into substantial conformity with the operating specifications.
 - 1.3. All extensions, enhancements and other changes that AnalyticVue, at its sole discretion, makes or adds to the Software and which AnalyticVue furnishes, without charge, to all other Subscribers of the SaaS Service.
 - 1.4. Up to [●] [[●]] dedicated contacts designated by Customer in writing that will have access to support services.

- 2. Response and Resolution Goals:**
 - 2.1. “**Business hours**” 8am-6pm [●] Standard Time, Monday through Friday, except holidays.
 - 2.2. “**Fix**” means the repair or replacement of Software component to remedy Problem.
 - 2.3. “**Problem**” means a defect in Software as defined in AnalyticVue’s standard Software specification that significantly degrades such Software.
 - 2.4. “**Respond**” means acknowledgement of Problem received containing assigned support engineer name, date and time assigned, and severity assignment.
 - 2.5. “**Workaround**” means a change in the procedures followed or data supplied by Customer to avoid a Problem without substantially impairing Customer’s use of the Software.

	Problem Severity	Response Goals	Resolution Goals
1.	Significant impact to the Customer’s business function preventing that function from being executed.	AnalyticVue will Respond within [●] Business hours.	Upon confirmation of receipt, a AnalyticVue support personnel begins continuous work on the Problem, and a Customer resource must be available at any time to assist with Problem determination. Customer support will provide reasonable effort for Workaround or Fix within [●] hours, once the Problem is reproducible or once AnalyticVue has identified the Software defect. AnalyticVue may incorporate Fix in future release of the Software.

	Problem Severity	Response Goals	Resolution Goals
2.	Customer's business is moderately affected. There is no workaround currently available or the workaround is cumbersome to use.	AnalyticVue will Respond within [●] Business hours.	Customer Support will provide reasonable effort for Workaround or fix within [●] business days, once the Problem is reproducible. AnalyticVue may incorporate fix in future release of the Software.
3.	The application issue is not critical: no data has been lost, and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround.	AnalyticVue will Respond within [●] Business hours.	Customer Support will provide reasonable effort for Workaround or fix within [●] business days, once the Problem is reproducible. AnalyticVue may incorporate Fix in future release of the Software.
4.	Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications.	AnalyticVue will Respond within [●] Business hours.	Resolution of Problem may appear in future release of the Software.

- 3. Accessing Support:** Customer Support offers several ways to resolve any technical difficulties. In addition to online help in the Software, which can be accessed by clicking the "Help" tab when logged into the Software, function-specific help information can also be accessed throughout the Software using the '?' option.

The online support center is available 24x7 for self-service technical assistance including:

- Logging tickets and viewing status of previously submitted tickets
- Viewing updates to supported platforms and hardware
- Accessing product documentation, technical articles, and FAQs

The support email address is avsupport@analyticvue.com.