

## SCHEDULE B

### SUPPORT & MAINTENANCE SERVICES

#### 1. Support and Maintenance Services

Support and Maintenance Services are included in the SaaS Service subscription in Exhibit A and entitles Customer to the following:

- (a) Telephone or electronic support in order to help Customer locate and correct problems with the Software.
- (b) Bug fixes and code corrections to correct Software malfunctions in order to bring such Software into substantial conformity with the operating specifications.
- (c) All extensions, enhancements and other changes that Cumulus, at its sole discretion, makes or adds to the Software and which Cumulus furnishes, without charge, to all other Subscribers of the SaaS Service.

#### 2. Response and Resolution Goals

- “business hours” means:
  - 8:00 – 18:00 USA Eastern Time (ET)
  - 8:00 – 18:00 Singapore Standard Time (SST)
  - Monday thru Friday, except holidays
- “Fix” means the repair or replacement of Software component to remedy Problem.
- “Problem” means a defect in Software as defined in Cumulus’s standard Software specification that significantly degrades such Software.
- “Respond” means acknowledgement of Problem received containing assigned support engineer name, date and time assigned, and severity assignment.
- “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.

<i>Problem Severity</i>	<i>Response Goals</i>	<i>Resolution Goals</i>
1. The production system is creating a significant impact to the Customer’s business function preventing that function from being executed.	Cumulus will Respond within 4 hours.	Upon confirmation of receipt, Cumulus support personnel begin continuous work on the Problem, and a Customer resource must be available at any time to assist with problem determination. Cumulus Support will provide reasonable effort for Workaround or Fix within 24 hours, once the Problem is reproducible or once we have identified the Software defect. Cumulus may incorporate Fix in future release of software.
2. The production system or application is moderately affected. There is no workaround currently available or the workaround is cumbersome to use.	Cumulus will Respond within 12 business hours.	Cumulus Support will provide reasonable effort for Workaround or Fix within 5 business days, once the Problem is reproducible. Cumulus may incorporate fix in future release of software.
3. The production system or 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.	Cumulus will Respond within 48 business hours.	Cumulus Support will provide reasonable effort for Workaround or Fix within 10 business days, once the Problem is reproducible. Cumulus may incorporate Fix in future release of software.
4. Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications.	Cumulus will Respond within 5 business days.	Cumulus Support will provide reasonable effort for Workaround or Fix within 60 business days, once the Problem is reproducible. Cumulus may incorporate Fix in future release of software.