

# SCHEDULE B PRONTO SOFTWARE SUPPORT POLICY

## Purpose

**Pronto Consulting** ("We", "Us", or "Our") customer support services are provided to ensure Our customer ("You" or "Your") receive valuable support to address issues in a timely fashion, manage upgrades and test environments, and receive efficient help to run the **PRONTO** online, Web-accessible application and platform We provide to You under an order form ("Platform").

## When You Can Obtain Support

Support will be provided to help Your designated administrators for the Platform ("Admin Users") address Errors.

An "Error" means any verifiable and reproducible failure of the Platform to substantially conform to the specifications set forth in the product manual for the Platform, as updated from time to time, available with the Platform ("User Guide"). The term "Error" does not include any such failure that is caused by: (a) the use or operation of the Platform with any other software or programming languages or in an environment other than that intended or recommended by Us; (b) modifications to the Platform not made by Us; and/or (c) any bug, defect or error in software used with the Platform or any other failure of such software to conform to its specifications not caused by Us.

## How You Can Obtain Support

To report an Error, Your Admin User should submit a support request by email to help@prontocmssoftware.com completion, by telephone to 470-839-8600 TBD, needs completion, or through the "Help" tab within the Platform. Your Admin User should include information regarding the issue in the request, such as:

- What steps resulted in the issue;
- What is the current result;
- Which user experienced the challenge;
- What was the expected result; and
- Any screen shots or files that demonstrate the issue.

## To Whom Support Is Available

We provide online, email, and telephone consultation to Your Admin Users, the names of whom You have provided to Us in writing, regarding Errors. You are entitled to the number of Admin Users specified in Your order form Schedule A to the Agreement with Us. New and reactivated Admin User names and contact information can be submitted by contacting Your designated Account Manager and/or by email to help@prontocmssoftware.com needs completion, by telephone to 470-839-8600 TBD, needs completion, or through the "Help" tab within the Platform.

## When Support Is Available

Regular online, email, and telephone support is provided Monday through Friday, 8 a.m. to 8 p.m. (U.S. Eastern Time), excluding holidays scheduled by Us, subject to modification by Us in Our reasonable discretion. We will provide online, email, and telephone support for all Errors.

## Our Obligations

We shall respond to any Error Report and shall use commercially reasonable efforts to (i) provide support and consultation to help Your Admin User resolve the Error and (ii) if necessary, provide a patch, fix, or workaround to any Error within a commercially reasonable time period, given the nature of the Error. We shall provide support services in a professional manner in accordance with industry standards.

## What Is Not Supported

Support services as described herein do not cover support or services for any failure or defect in the Platform that does not constitute an Error as defined above. Furthermore, We have no obligation to perform maintenance or services with respect to any hardware or software that is not part of the Platform provided by Us. We shall have no obligation to provide any support services to any person other than an Admin User.

## What Updates and Upgrades Will Be Provided

During the term of your subscription to the Platform, We shall make available to You any releases of the Platform that correct any defects, error, or bugs or that incorporate minor enhancements to the functionality ("Updates") and any releases of the Platform that incorporate significant additional or improved features, functionality, or capability ("Upgrades"), at no additional charge, at the time We make such Updates and Upgrades generally available to Our customers then-covered by support and using the same edition of the Platform. We will install the Updates and