

# Greenfield

## EXHIBIT B

### Professional Services

#### 1. Professional Services

To the extent that Professional Services are included in the SaaS Service subscription in Exhibit A and entitles Customer to telephone or electronic support in order to help Customer 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 Documentation.
- (c) All extensions, enhancements and other changes that Greenfield, at its sole discretion, makes or adds to the Software and which Greenfield furnishes, without charge, to all other Subscribers of the SaaS Service.
- (d) Up to five (5) dedicated contacts designated by Customer in writing that will have access to support services.

#### 2. Response and Resolution Goals

- “business hours” 8am-6pm EST, 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 Greenfield’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><b>Problem Severity</b></i>	<i><b>Response</b></i>	<i><b>Resolution Goals</b></i>
<b>1.</b> The production system is creating a significant impact to the Customer’s business function preventing that function from being executed.	Greenfield will Respond within 2 business hours.	Upon confirmation of receipt, a Greenfield 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 24 hours, once the Problem is reproducible or once we have identified the Software defect. Greenfield may incorporate Fix in future release of software.
<b>2.</b> The production system or application is moderately affected. There is no workaround currently available or the workaround is cumbersome to use.	Greenfield will Respond within 4 business hours.	Customer Support will provide reasonable effort for Workaround or Fix within 7 business days, once the Problem is reproducible. Greenfield may incorporate fix in future release of software.

<p><b>3.</b> 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.</p>	<p>Greenfield will Respond within 8 business hours.</p>	<p>Customer Support will provide reasonable effort for Workaround or Fix within 10 business days, once the Problem is reproducible. Greenfield may incorporate Fix in future release of software.</p>
<p><b>4.</b> Non-critical issues, general questions, enhancement requests, or the functionality does not match documented specifications.</p>	<p>Greenfield will Respond within 24 business hours.</p>	<p>Resolution of Problem may appear in future release of software.</p>

### **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 support email address is [support@gfsw.com](mailto:support@gfsw.com). The support phone number is 800-226-9366.