

Exhibit B

Service Level Agreement

Updated: July 20, 2023

Cvent endeavors to ensure high availability of the SaaS Solutions in accordance with this Service Level Agreement ("SLA"). This SLA applies to the following SaaS Solutions only: (i) the Supplier Network, (ii) Event Management; (iii) Attendee Hub; (iv) Surveys; (v) Cvent Conference; (vi) Passkey; (viii) Cvent Transient Services, (viii) Cvent Event Diagraming, (ix) and Cvent Webinar.

1.1 Service Availability

SaaS Solutions will be made available 24 hours per day, 7 days per week, excluding any Scheduled Maintenance as described below.

Scheduled Maintenance

Hours for Scheduled Maintenance set out below are in EST/EDT for Customers whose accounts and data are maintained in Cvent's data centers located in North America, and in CET for Customers whose accounts and data are maintained in Cvent's data centers located in Europe.

Based on the SaaS Solutions, there will be a weekly scheduled maintenance period as set forth below to perform system maintenance and upgrade functions. In most cases, scheduled maintenance activities do not require the SaaS Solutions to be offline. Cvent will make commercially reasonable efforts to minimize any service disruption during the scheduled maintenance period.

Cvent Supplier Network, Event Management, Surveys, Attendee Hub, Cvent Event Diagraming, Cvent Webinar: every Saturday from 12:00AM to 5:00AM

Cvent Conference, Passkey, Cvent Transient Services: every week during the following time periods:

Tuesday from 10:00PM to 2:00AM
Thursday from 10:00PM to 2:00AM
Sunday from 10:00PM to 2:00AM

Cvent reserves the right to change the days and times of the scheduled maintenance periods for Cvent Conference, Passkey, and Cvent Transient Services to the day and time of the scheduled maintenance period for Cvent Supplier Network, Event Management, Attendee Hub and Surveys (i.e., every Saturday from 12:00AM to 5:00AM) and the right to change the day (but not the time) of the scheduled maintenance periods for all SaaS Solutions. If Cvent elects to make these changes, Cvent will provide notice of such by posting it on Cvent's website at least thirty (30) days in advance of the change.

Additionally, Cvent reserves the right to schedule 2-4 major upgrades annually during which a SaaS Solution will be inaccessible. Major upgrades may commence on Friday 9:00PM and end on or before Sunday 11:59 PM lasting no longer than eight (8) hours cumulatively. Cvent will notify Customer at least seven (7) days in advance of the major upgrades with details regarding timing of inaccessibility.

Unscheduled Maintenance

Unscheduled maintenance refers to emergency service procedures required to maintain the availability of the SaaS Solution that require service interruption to the customer to complete.

Third Party Services for Cvent Mobile Applications

Cvent mobile applications (including but not limited to AttendeeHub, OnArrival, LeadCapture, and any mobile event app created via AttendeeHub) utilize online mobile marketplaces such as those provided by Apple and Google for distribution of mobile device applications. Cvent does not control and cannot ensure the performance or availability of any online mobile marketplace.

The performance and stability of Cvent mobile applications on end user mobile devices is affected by a number of factors that are not within Cvent's control and are subject to change, such as availability of wireless networks, and proper application of operating system updates and patches by the device owner and manufacturer. This SLA does not extend to factors such as the foregoing which are outside of Cvent's control.

For third-party applications and interfaces and services to which Customer may have access through a SaaS Solution, this SLA only applies to the availability of the Cvent API through which these external systems communicate.

1.2 Service Availability Commitment

Reporting Period = Calendar Month

Service Availability	Credits
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99.7% in one Reporting Period	<p>One (1) Credit per hour for downtime in excess of the 99.7% Service Availability guarantee, rounded up to the nearest quarter hour, up to a maximum credit equal to 25% of the fees for affected Service components for the Reporting Period</p> <p>Credit = 1% of monthly fees for impacted services</p>
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If the SaaS Solution availability falls below 99.7% for three (3) consecutive Reporting Periods, Customer shall have the right to terminate this Agreement, provided that this right must be exercised within one (1) calendar month after the end of the three (3) month period or Customer shall be deemed to have waived its termination right with respect to that particular three (3) month period. In the event of such termination, Cvent shall provide Customer with a pro-rated refund of any prepaid but unaccrued fees.

Calculation of Service Availability

Service Availability = (Total Hours in Reporting Period – Unscheduled Maintenance – Class 1 Issue Duration – (Weighted Impact x Class 2 Issue Duration) – Scheduled Maintenance) DIVIDED BY (Total Hours in Reporting Period – Scheduled Maintenance)

Calculation of Service Availability will not include (i) interruptions, delays or other unavailability caused by circumstances beyond Cvent’s reasonable control, including but not limited to acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, denial of service attacks or other website hacking or criminal activities of third parties not within Cvent’s control, failure of third party telecommunications or Internet service providers, or failure of equipment utilized by Customer to access the SaaS Solution (ii) momentary service degradation resulting from deployment of software changes in the ordinary course of resolving incidents, or (iii) problems resulting from use of the SaaS Solution by Customer in a manner which is unlawful or not authorized under this Agreement.

Weighted Impact: Class 1 incidents will always have a weighted impact of 1 (i.e., 100%), reflecting the complete unavailability of all Service functions and activity for all users globally. Class 2 incidents will be assigned a weighted impact value between .00 (0%) and .99 (99%). The determination of weighted impact for Class 2 incidents will consider factors including but not limited to (i) the relative importance of the affected Service components; (ii) the percentage of customers impacted; (iii) whether the incident occurred during or outside of normal business hours; (iv) the degree of Service degradation, based on relevant and measurable statistics (e.g., the expected vs. actual activity levels, percentage of failed transactions as reflected in Service error logs); and (v) other relevant factors reported by customers and considered in good faith by Cvent on a case-by-case basis.

Service Availability Reports: Cvent will generate and make available monthly Service Availability reports within fifteen (15) business days after each Reporting Period. Copies of monthly Service Availability reports may be obtained on a confidential basis from Customer’s Cvent account manager.

Customers that have reported Service disruptions which they believe were mistakenly excluded from the applicable Service Availability report may contact Customer Care to request reconsideration within one (1) calendar month after publication of the report, and where Customer can cite a specific case escalated to Class 2 status, Customer may request a substitute and customized Service Availability calculation be applied to Customer’s cited case for the Reporting Period during which Customer reported the Service disruption.

1.3 SLA Credits

Any Customer request for a credit under this SLA may only be made on a calendar monthly basis and must be submitted within one (1) calendar month after the end of the relevant Reporting Period or shall be deemed to have been waived by Customer. The total of all credits applicable to or accruing in any given Reporting Period shall not exceed 25% of the fees paid or payable for each impacted SaaS Solution for the Reporting Period.

This SLA sets forth the sole and exclusive remedies available to Customer with respect to the technical support, incident response and resolution, and any unavailability of the Service, and, under no circumstance, shall the unavailability of the Service or any incident response or resolution time be deemed a material breach or default under the Agreement or this Service Level Agreement.

All credit requests will be verified against Cvent’s system records.

1.4 Incident Classification

Cvent will make commercially reasonable efforts to resolve service disruptions as soon as possible and to address software errors and other incidents on a timely basis, consistent with the incident classifications described below. Cvent uses the following incident classification system to manage response and resolution of service disruptions and other technical support issues reported through Customer Care or detected internally by Cvent. These classifications do not include issues affecting Customer which do not require resolution by Cvent’s technical support team (for example, user education questions which can be resolved by Customer Care).

Incident Class	Response*	Resolution Mean Time**
Class 1: SaaS Solution is down globally. Total outage, with no function or activity available for any customer or user. Catastrophic and complete failure.	15 minutes	2 hours+
Class 2: Either of the following conditions are present: (i) a substantial service disruption affects a significant and detectable subset of Cvent customers,	30 minutes	4 hours+

rendering essential functionality unavailable where no work-around exists; OR (ii) a subset of one or more customers experiences total service unavailability, Cvent's application support team has verified and reproduced the disruption, no work-around exists, and the disruption has not been remedied within 30 minutes of first report.		
Class 3: Any of the following conditions are present: (i) a verifiable service disruption affects a subset of one or more Cvent customers; (ii) a verifiable software bug not resulting in service disruption affects a significant and detectable subset of Cvent customers; OR (iii) application responsiveness is below Cvent design criteria or is intermittent.	1 hour	See below***
Class 4: Any of the following conditions are present: (i) minor or experimental (e.g. market test) functionality is lost or impaired; (ii) a verifiable software bug not resulting in service disruption affects a subset of one or more Cvent customers; OR (iii) incidents which are below Cvent internal operational expectations but are not visible to external customers.	2 hours	See below***

- * The Response and Resolution times are measured from when Customer notifies Cvent Product Support, either by telephone or Cvent's online support site, about a performance problem with the SaaS Solution. Resolution includes interim solutions and workarounds.
- ** "Resolution Mean Time" = Average time to resolve CS cases of that Incident Class during the Reporting Period.
- *** Cvent will use commercially reasonable continuous efforts to provide interim resolutions.
- + Cvent will continuously work on a resolution until the incident is resolved.

1.5 Customer Support Services

Cvent provides support through its Customer Care team via phone, online chat and web form submission. Contact information and support hours are provided on Cvent's website (<http://www.cvent.com/en/contact/customer-care.shtml>). Customers can also submit support requests and check the status of open requests using the Customer Care Portal accessible from within Cvent web applications.

For Cvent Conference, Customer should direct its requests for support services through its assigned Project Manager(s) in lieu of the foregoing, which is not available for Cvent Conference.