

Exhibit B

Service Level Objectives

1. Support

Service Levels

Criticality	Initial Response	Priority Definitions
Priority 1	Within one (1) hour.	Urgent (System is Down)- First response time within one (1) hour
Priority 2	Within four (4) Working Hours.	High (System is Impacted and Affecting Users)—First response time within four (4) working hours
Priority 3	Within twelve (12) Working Hours.	Medium (System is Impacted and Functionality is Limited)—First response time within twelve (12) working hours
Priority 4	Within 1 week	Low (Clarification/Enhancements)—First response time within one (1) week

2. Backup and Recovery

If any agreed upon functions are interrupted for any reason, Licensee Data loss shall not exceed twelve (12) hours. Radiant shall complete recovery of Licensee’s environment to “known good” operational state within eight (8) hours. Licensees may have responsibility for some recovery activities such as validating connections to systems outside of Radiant Logic’s control or providing keys or credentials. Radiant’s responsibility with respect to recovery shall be limited to recovering data and restoring systems to a “known good” operational state and only for systems or services expressly noted in an active MLSA or Maintenance and Support (M&S) contract.

3. Software Maintenance Services

- a) Radiant continually analyzes the Software to find potential for improvement, enhanced security, expanded functionality, and greater user-friendliness. Enhancements of the Software (or “releases”) shall be made available to Licensee from time to time. All functionality added by a Release shall be governed by the terms of this SLO and included in the subscription costs. Radiant supports older releases for a minimum of two (2) years after a new release is available. After two (2) years, any issues may be resolved by a fix or an upgrade to a newer release at Radiant’s discretion. If a security vulnerability is found which does not constitute a defect, Radiant will make every reasonable effort, within the limits of its operational capability, for supported versions of Software. If such a fix is not possible in an older release, Radiant may require that vulnerable systems are upgraded at short notice to mitigate the security risk.
- b) *Other*: “Scheduled maintenance” shall be understood here to mean maintenance which occurs when Radiant detects an issue in the Radiant cloud environment that requires action to avoid unscheduled maintenance in the future. Radiant reserves the right to schedule extended maintenance of the Radiant cloud environment impacting on the SaaS Service with a minimum of five (5) business days’ notice provided to Licensee unless certain circumstances preclude Radiant from doing so, such as an external vendor issuing a change control to Radiant with less than five (5) business days’ notice. All scheduled maintenance will take place outside of business hours.

- c) *SLOs*: To ensure that customers have access to their data when they need it, Radiant uses several levels of protection to provide customers with service availability (uptime) of 99.9%. Scheduled and regular maintenance do not constitute un-availability and are not included in the availability calculation.