

**EXHIBIT B**  
**ENTERPRISE TIER PLATINUM SUPPORT**

Upon the payment of applicable fee Customer can purchase Platinum Support. The Platinum Support includes the following plus the standard Support:

1. Direct access to L2 support: ActiveState's Build Engineering team will be directly notified if any Customer User experiences a failure in a self-serve build.
2. 40 Build Credits per year to access Build Engineering team support & services to fix packages\*\* in Customer's configuration (additional credits\* available for purchase).

\*Build Credits can be used to add missing packages or to prioritize fixes on non-building packages for one (1) language and one (1) Operating System. Packages imported that do not require any effort will not consume build credits.

\*\*If Customer's package request does not meet the definition of package (e.g. including build engineering effort of 1 package per day) then the Build Credit add-on will be subject to a custom quotation.