<h1 style="text-align:center">EXHIBIT B
SUPPORT SERVICES</h1>

STANDARD SUPPORT

Upon payment of all applicable Fees to ActiveState, ActiveState will provide the following support services (the "Support Services"):

- correction of any material Product errors and security/bug-fixes, which corrections are available to all of ActiveState's customers for the same Products;
- Making available stable releases for the Products and supported extensions, if any, (but specifically excluding any Product Version(s) not covered by your Authorized Use) on a regular basis via on-line delivery via the ActiveState Platform at http://platform.activestate.com providing You with a user name and password to access and download the Product(s) and updates from the ActiveState Platform; and
- Remote support for the build, installation, usage, configuration, and diagnosis (dependent on ActiveState's product life cycle) of the Products.

To provide the Support Services, ActiveState's support representatives will provide telephone and email support to a maximum of two (2) contacts in your organization (or to a greater number of contacts upon payment by Customer of the applicable fees) in respect of the Products, Monday to Friday, 8am to 5pm PST, excluding U.S. Federal holidays in accordance with the response times set forth below (based on the severity level of the problem with the applicable Product):

Severity Level	Criteria	Response Time
1	CRITICAL IMPACT - A reproducible problem of the Products which has or will have, within 24 hours, a severe impact or impair the performance of substantially all major functions of Your business.	2 business hours
2	SEVERE IMPACT - A reproducible problem of the Products which prevents or seriously impairs the performance of a major function of Your business.	4 business hours
3	MINOR IMPACT - A problem of the Products which disables or impairs the performance of a minor function of Your Business	1 business day

Support Services inquiries should be addressed to enterprise-support@activestate.com, 778.786.1102, or sent directly via the ActiveState Platform chat functionality. Customer may order customized build modifications and or additional Professional Services based upon a Statement of Work and Fees as agreed upon between ActiveState and Customer.

RESTRICTIONS

ActiveState reserves the right, at its sole discretion, to limit or cancel the Support Services, in whole or in part: (1) for any module, extension, script or other software program that has become obsolete or has been superseded by more recent modules, extensions, scripts or programs or (2) upon the discontinuance of support by the manufacturer of a platform, to limit or cancel support for such platform (the "Archived Platform") upon notice to Customer. In such case, ActiveState will provide Customer with the most recent stable version of the Products (as distributed regularly from the ActiveState Platform) for the Archived Platform, so long as Customer is current in payment of the Fees. Customer acknowledges that the Support Services, including that for an Archived Platform, may, at ActiveState's sole discretion, be limited to ActiveState's commercially reasonable efforts and that major fixes may no longer be possible. ActiveState will provide the Support Services solely to Customer's two (2) designated contacts and any additional contacts for which ActiveState has paid applicable Fees. ActiveState does not provide the Support Services for software that Customer have modified. ActiveState will only provide the Support Services with respect to Products made available to Customer via the ActiveState Platform, and products or other software downloaded from ActiveState's public website at www.activestate.com will not be covered by the Support Services and are not supported under this Agreement. For clarity, Customer acknowledges and agrees that ActiveState's sole obligation under this Agreement with respect to any such maintenance and support issue is limited to response and diagnosis of the maintenance and support issue, and such efforts of ActiveState may not render a conclusive "fix" to the maintenance and support issue identified by Customer in all cases. ActiveState will not provide any support services to customer's third-party customers.