

**SCHEDULE B  
PRONTO SOFTWARE  
SUPPORT POLICY**

Release documentation is provided at no charge to You. If You request additional support and/or training related to any Update or Upgrade, You agree to pay fees and reasonable travel and related expenses incurred by Us during such training. Updates and Upgrades do not include new products, suites, or modules that are priced and licensed separately from the existing offering for which You have a contract with Us.

**What Versions Are Supported**

We shall provide support services for the current released major version and preceding major version of the Platform, including all Updates for those versions. You must upgrade to the most current major version of the Platform within one year of the date of its release.

**Planned Maintenance**

We maintain Our infrastructure every Friday evening from 7:00 PM Central to 11:00 PM Eastern. During this period, Your access to the Platform could be unavailable for approximately 20-30 minutes once per month. We will do Our best to schedule all other activities, such as system refreshes and upgrades, with You in advance.

**Lowndes County Board of Commissioners**

**Pronto Consulting, LLC**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Bill Slaughter

Name: Steve Page

Title: Chairman Lowndes County Board of Commissioners

Title: Chief Executive Officer

Date: \_\_\_\_\_

Date: \_\_\_\_\_