

EXHIBIT B

REVEL SUPPORT SERVICES TERMS

This Exhibit forms a part of the Agreement between the parties and describes the Support Services. Capitalized terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. Definitions

" **Error**" means a problem with the Software or Service failing to comply with the then-current Documentation.

" **Management Console**" means the Service, including back end management functionalities such as reports, data analytics and configuration.

" **POS Terminal**" means the iPad(s) leased or purchased by Customer under an Order Form and any Software installed thereon.

" **Support Center**" means Revel's support organization.

" **Tier 1 Support**" means (i) answering and logging Customer support requests; (ii) confirming and/or identifying Errors; (iii) performing initial troubleshooting and resolving Errors, if possible; and (iv) collecting relevant Error information for escalation to Tier 2 Support, if necessary.

" **Tier 2 Support**" means (i) resolving Errors or problems that Tier 1 Support is unable to resolve; (ii) collaborating with Tier 1 Support or Customer on Error or problem re-creation and root cause analysis of an escalated Error or problem; and (iii) fixing Errors that were not diagnosed or resolved during Tier 1 Support.

2. Support Services

1. **General Support.** Revel will provide Customer with 24 hour x 7 days/week x 365 day access to its Support Center by means of the contact method(s) set forth in Section 3 (Service Levels). Revel will respond to receipt of notice of an Error by opening a trouble ticket and assigning an appropriate technical resource in the timeframe and according to the severity level of the Error as defined in Section 3 (Service Levels). Revel will designate the initial severity level for all cases based on the methodology described in Section 3 (Service Levels) or as may be otherwise agreed by the parties, which may be reasonably adjusted by Revel. Revel will use commercially reasonable efforts to resolve each trouble ticket and update the status thereof as described in Section 3 (Service Levels).

2. **Response Times.** Revel will use commercially reasonable efforts to correct Errors in the timeframes set forth in Section 3 (Service Levels).

3. Service Levels

1. **POS Terminal.** Service level expectations and target response times for Errors relating to the POS Terminal are:

SEVERITY LEVEL OF ERROR	CONTACT METHOD	RESPONSE Targets	NOTES
L1 (Critical): POS Terminals not operational (e.g., cannot conduct POS transactions), and issue is not resolved with reboot or reset of application	1.415.744.1433	24/7/365	Response is as soon as possible. Must be called into support.
L2 (High): POS Terminals not working reliably and POS transactions are systematically impacted (e.g., application crashing, significant GUI (graphical user interface) response lag, etc.), and issue is not resolved with reboot or reset of application	1.415.744.1433	< 2 hours	Revel Tier 1 Support resolution, escalation to Tier 2 if needed. Must be called into support.
L3 (Medium): POS Terminal is experiencing intermittent issues but POS transactions can still be largely conducted (e.g., slow data syncing, minor GUI response lag, etc.)	https://support.revelsystems.com/hc/en-us/requests/new	< 8 hours	Revel Tier 1 Support resolution, escalation to Tier 2 if needed
L4 (Low): Questions about POS functionality, configuration, features, and best practices; Customization requests	tps://support.revelsystems.com/hc/en-us/requests/new] (https://support.revelsystems.com/hc/en-us/requests/new)	< 12 hours	Revel Tier 1 Support

Self-service tools are available for updates on error resolution status and answers for questions.

Real-time and historical data on system performance is tracked on Revel Systems Status Page: <https://status.revelsystems.com/>. Most of the answers about system functionality can be found on Revel Systems Support Center: <https://support.revelsystems.com/s/>.

3.2 **Management Console.** Service level expectations and target response times for Errors relating to the Management Console are:

SEVERITY LEVEL OF ERROR	CONTACT METHOD	RESPONSE TIME	NOTES
L1 (Critical): Management Console not available (e.g., cannot access Management Console)	1.415.744.1433	24/7/365	Response is as soon as possible. Must be called into support.
L2 (High): Certain pages or tabs of Management Console not available or not working properly (e.g., employee list not available, report temporarily not available, etc.)	1.415.744.1433	< 2 hours	Revel Tier 1 Support resolution, escalation to Tier 2 if needed. Must be called into support.
L3 (Medium): Management Console experiencing minor issues	https://support.revelsystems.com/hc/en-us/requests/new	< 8 hours	Revel Tier 1 Support resolution, escalation to Tier 2 if needed
L4 (Low): Questions about Management Console functionality, configuration, features, and best practices; Customization requests	https://support.revelsystems.com/hc/en-us/requests/new	< 12 hours	Revel Tier 1 Support

Self-service tools are available for the updates on error resolution status and answers for questions.

Real-time and historical data on system performance is tracked on Revel Systems Status Page: <https://status.revelsystems.com/>. Most of the answers about system functionality can be found on Revel Systems Support Center: <https://support.revelsystems.com/s/>.

4. Error Examples and Trouble Ticket Status

4.1 Error Examples.

Severity Level	Error Category	Symptoms/Examples
L1 (Critical)	System completely non-operational	<ul style="list-style-type: none"> - All terminals down - Multiple servers down - Online ordering down
L2 (High)	Partial system failure significantly impacting operations and revenue and a reasonable workaround scenario is not available	<ul style="list-style-type: none"> - 25% or more of installed terminals down - End of day failure
L3 (Medium)	Partial system failure moderately impacting operations and a reasonable workaround is not available	<ul style="list-style-type: none"> - Multiple terminals down, but less than 25% of installed terminals - One or more peripherals down, but not the entire peripheral network - Reports not balancing - Reports not printing
L4 (Low)	Non-critical issues or procedural clarifications	<ul style="list-style-type: none"> - Report query - Configuration issues - Minor printing problems, items not printing in correct location

4.2 Ticket Resolution Statuses.

Status	Meaning
New	Initial status of a ticket after logging it.
Open	Ticket currently handled by assignee.
Pending	Ticket is waiting for more information from the customer.
Waiting for development	Ticket is waiting for more information from developers.
Solved	The resolution was provided to the customer.