EXHIBIT B

PRIORITY ONE SERVICE

The Priority One Service may include the following support features for Customer's Workstations and Servers and Network Monitoring Services. The support features are specifically listed in the Customer Service Order Agreement executed by Customer and Cohere.

WORKSTATIONS AND SERVERS.

1. **PC Monitoring and Reporting:** 24/7/365 monitoring of designated Customer PCs to advance business uptime, monthly reporting of all networked devices, patching and memory utilization.

   a. Continuously and automatically checking for available disk space
   b. Continuously and automatically checking for critical event log errors
   c. Continuously and automatically checking for availability and internet accessibility
   d. Continuously and automatically checking for firewall availability

2. **Antivirus Updates:** Antivirus software with latest virus definition and pattern files including automatic license renewal

3. **Malware Removal:** PC scanning for malware and removal.
4. **Patch Management:** Assess each system for "missing" Microsoft Security Patches. Deploy all patches classified as "Critical" or "Important" and any Operating System Service Packs

5. **Storage Capacity Reporting:** Automatic notifications in the event storage capacity has reached pre-set limit
6. **Temporary File Removal:** Reclaim hard disk space by deleting temporary files

7. **Disk Defragmentation:** automatic scheduling each PC to run disk defragmentation every 28 days
8. Management of facsimile and printer devices

9. Automatic License Renewal
10. Serving hardware under manufacturer's warranty. Customer is responsible for maintaining warranty from hardware vendor. Cohere is not responsible for any hardware components not under warranty.

11. **Executive Reports:** Monthly reporting on patch status, disk space used, alarm notifications and current Microsoft licenses
12. **Remote Management Utilities:** facilities to provide immediate remote support
13. **On-Site Support:** Technicians available for all emergency outages and support requests

14. **On-Site Help Desk Services:** On-site services as described in the Customer Service Order Agreement Remote Support

NETWORK MONITORING SERVICES

1. Managed Router
2. Managed Router /w BGP support
3. Managed Firewall ASA
4. Managed LAN Switch (24 or 48-ports)
5. Virtual Private Network - per site
6. Virtual Private Network - per client

Cohere, at its sole discretion, may increase the number of workstations and servers covered under Customer's Priority One Service based upon Cohere's internal records regarding the number of Customer devices being monitored by Cohere. If Customer adds any additional workstations and/or servers, the amount of Customer's monthly recurring charges for Priority One Service shall increase in accordance with the applicable per device rate set forth in the Customer Service Order Agreement. Customer agrees and acknowledges that Cohere has the right to install an agent on each workstation and server in order to monitor and obtain an accurate and up to date count on the number of devices which are receiving Priority One Service.

Cohere is not responsible for direct support of any Customer third party application. At Customer's written request, Cohere will interface with Customer's vendor support personnel subject to Customer being up to date in purchasing such vendor's current support and maintenance services for each third party application. This encompasses telephone service support as well as supporting and following up with Customer's network service providers.