

LUMINANCE

Services Handbook '27



A GUIDE TO THE SERVICES
AVAILABLE WITH YOUR
SUBSCRIPTION

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Introduction & Principles

This handbook explains what each service is designed to provide, how it is typically delivered, and any relevant boundaries or exclusions. Use it as a reference when planning your implementation, requesting support, and making use of the expertise available from Luminance.

Your Product Order Form and the Luminance Master Agreement (available on the Luminance Legal Hub) confirm the services included in your purchase. This handbook explains how those services are intended to be used in practice; it does not replace or amend your contractual agreement. If there is any difference between this handbook and your contractual documents, the contractual documents take precedence. Luminance may update this handbook from time to time; updates will not reduce services you have already purchased for your current term.

The handbook is organised by service package. Each service description sets out its purpose and, where relevant, what is included, how the service is consumed, and what falls outside its scope. This handbook applies to services purchased by you from 01 January 2027 onwards, unless otherwise indicated in the Order Form prior to 01 January 2027.

Onboarding Packages

Onboarding Packages provide structured support to help prepare your organisation for launch. They cover the key activities involved in planning, configuring, migrating, and adopting Luminance, helping your team move from initial setup to confident day-to-day use.

Onboarding Package Name	Essential	Advanced	Premier
ONBOARDING PLAN & KICK-OFF MEETING	✓	✓	✓
VALUE DISCOVERY	✓	✓	✓
PROJECT MANAGEMENT & UPDATES	Self-Serve	Named PM	Named PM
DOCUMENT & METADATA MIGRATION SUPPORT	✓	✓	✓
USE CASE CONFIGURATION & LAUNCH	Up to 2	Up to 5	Up to 10
ONSITE IMPLEMENTATION	–	–	Up to 2 weeks
USER TRAINING SESSIONS	Up to 1	Up to 3	Up to 5
POST-GO-LIVE SUPPORT	–	–	Up to 2 weeks

Onboarding Plan and Kick-Off Meeting: your Luminance onboarding begins with a clear understanding of your priorities, conducting discovery, aligning responsibilities and agreeing on the key activities and steps required to launch Luminance. Our mutually agreed onboarding plan reflects your priorities, focus areas and target timelines.

Value Discovery: showcase of capabilities and guidance designed to accelerate the value you can derive from Luminance early on. Focus areas range from Contract Intelligence and Insights through the Repository, to intelligent Contract Negotiation and others, relevant to your priorities and evolving with Luminance capabilities.

Project Management and Updates: we provide visibility over progress, highlight actions and dependencies, and help keep the Luminance onboarding activities on track. This support covers coordination of the Luminance team(s) and does not extend to managing the customer's project team or activities.

Depending on your package, this is provided either through digital self-service resources or by a named Luminance account team member. Luminance may transition team members where necessary, with relevant context shared to maintain continuity.

Document and Metadata Migration Support: Support with bringing documents and associated metadata into Luminance through facilitating batch upload; configuration of an out-of-the-box integration; and/or metadata overlay. Where appropriate, this may include simple content-match-based duplicate identification for deletion. Does not include bespoke data transformation, complex deduplication, or custom integration work.

Use Case Configuration and Launch: a use case represents a configured experience in support of your organisation's activities, processes and areas of focus. Luminance support for use cases starts with understanding your requirements, extends to guidance and / or hands-on configuration (as agreed with Luminance), all the way to facilitation of testing and "go-live". Use cases are counted as follows:

- **Contract Generation:** One contract generation template configured for use in Luminance, including a simple self-service generation workflow. Minor variations to the same template do not count as additional use cases. Materially different templates count separately, as reasonably determined by Luminance.
- **Negotiation:** One configured negotiation experience, typically based on a single Playbook, supported by a simple self-service workflow to review, send or execute the matter. Materially different Playbooks (including additional languages of the same Playbook) count as separate use cases. More complex workflows involving additional roles or steps may also require a separate Workflow use case.
- **Workflow:** One configured business process involving 2+ roles or functions, or a process that extends beyond the simple workflow included with Contract Generation or Negotiation. Alerts contained within and supporting that individual workflow are included in the same use case. In a hub-and-spoke or connected workflow model, separate workflows performing variants of the same function are counted separately.
- **Repository:** a configured Repository output or capability, such as:
 - 1 configured Deep Insights report
 - 10 custom definition learning concepts
 - 1 custom-coded report
 - 1 platform / cross-workflow alert configuration

Document visibility rules/tasks and Division setup are considered platform setup, not separate use cases.

Onsite Implementation: a period of onsite support from a Luminance specialist working alongside the customer team, subject to mutual agreement on the timing and scope of support. Onsite support is scheduled within the onboarding period. The specialist may support design and discovery, configuration, or other aspects of the engagement to help accelerate progress.

User Training Sessions: designed to upskill teams and help build confidence using Luminance and autonomy. Sessions may be organised for "Luminary" power users and/or broader end-user teams, depending on the customer's adoption priorities. Training may be delivered through a combination of self-paced learning paths, live instructor-led sessions, practical demonstrations and guided exercises, either remotely or onsite where included.

Post Go Live Support: heightened monitoring of launch window and coordination following launch, focused on the investigation and escalation of outstanding issues, working with Luminance Support towards issue resolution through the standard support process. The Luminance account team works closely with the Luminance Support team and leadership to support a smooth go-live experience. This entitlement is provided as a single period of support and is not divided across multiple rollout phases or use cases. It may be delivered through short stand-up-style sessions, asynchronous progress recaps, or a combination of both.

Success Packages

Success Packages provide ongoing guidance and access to Luminance expertise throughout our partnership. They are designed to help you maximize the value of your platform, support your development of new use cases, and align your Luminance investment with your evolving business needs.

Success Package Name	Base	Silver	Gold	Platinum
USER PORTAL & KNOWLEDGE HUB	✓	✓	✓	✓
SUPPORT HELPDESK (SEV 1)	24x7	24x7	24x7	24x7
SUPPORT HELPDESK (SEV 2)	8x5	8x5	24x5	24x5
SUPPORT HELPDESK (SEV 3+4)	8x5	8x5	24x5	24x5
SERVICE LEVEL AGREEMENTS	Standard	Standard	Accelerated	Accelerated
SUPPORT CASE REPORTING & INSIGHT	–	–	Quarterly	Monthly
PREMIUM RELEASE MANAGEMENT	–	–	–	✓
SHARED SOLUTION ENGINEERS & IMPLEMENTATION SPECIALISTS	✓	✓	✓	✓
DEDICATED IMPLEMENTATION SPECIALIST	–	Up to 1 hour/week	Up to 2 hours/ week	Up to 4 hours/ week
CUSTOMER SUCCESS MANAGER	✓	✓	✓	✓
AGENTIC LEARNING HUB	✓	✓	✓	✓
BUSINESS REVIEWS (UP TO N, ANNUAL)	1	2	3	4
CUSTOMIZED WORKSHOPS AND TRAINING	–	–	1	2
ANNUAL ROADMAP DISCUSSION	–	–	✓	✓
CUSTOMER SUMMIT INVITATION	–	–	–	✓

User Portal and Knowledge Hub: access to the Luminance documentation and knowledge resources, providing guidance to help you use the platform and find answers independently.

Support Helpdesk & Service Level Targets: access to the global Luminance Support team for assistance with technical issues, including troubleshooting and assistance working towards resolution.

The support hours and target response and resolution times for your package, by support case severity, are set out below. These are targets that Luminance uses commercially reasonable efforts to meet.

SEVERITY LEVEL	DESCRIPTION OF SEVERITY LEVEL	Standard		Accelerated	
		TARGET INITIAL RESPONSE TIME	TARGET RESOLUTION TIME	TARGET INITIAL RESPONSE TIME	TARGET RESOLUTION TIME
Severity 1 Critical outage	A production system or environment, or a major portion of it, is unavailable, preventing users from logging in or using a major part of the Product. No viable workaround exists.	2 hours	1 day	1 hour	1 day
Severity 2 Major degradation	A production system or environment, or a major portion of it, is degraded, impeding critical business processing or disrupting normal production workflow. A workaround may exist but is limited.	6 working hours	10 working days	4 working hours	5 working days
Severity 3 Moderate impact	A non-critical production system or environment, or a major portion of it, is partially degraded or experiencing issues. A workaround may exist but is limited.	1 day	No commitment	8 hours	15 working days
Severity 4 Minor impact or inquiry	A non-critical production system or environment, or a portion of it, is degraded with minor production impact, and/or the case relates to a question or request for information about the system.	2 days	No commitment	1 day	No commitment

Support Case Reporting and Insight: periodic analysis of Support Case activity to identify trends, recurring patterns, surface opportunities for systemic improvement and identify areas for attention.

Premium Release Management: an enhanced experience for transition to the latest Luminance product versions, with a tailored readiness assessment and coordinated support to help your teams prepare for the latest Luminance capabilities. Access to preview features or staging environments is subject to the Beta/Preview Terms.

Shared Solution Engineer and Implementation Specialist: access to the pool of Luminance experts to receive guidance across the spectrum of Luminance capabilities. Access is shared across customers and provided according to availability and agreed priorities. This is in addition to guidance and support provided by dedicated account team members, such as an Implementation Specialist or Customer Success Manager where included in your package.

Dedicated Implementation Specialist: ongoing access to a named Luminance expert who understands your business priorities, providing ongoing guidance and implementation support. The Implementation Specialist's support is provided up to the weekly hours included in your package; unused hours do not carry forward. Luminance may transition team members where necessary during the engagement, with relevant knowledge and context shared to maintain continuity.

Customer Success Manager: ongoing access to a named Luminance point of contact who provides ongoing guidance and represents your priorities within Luminance to help you make the most of the Luminance platform and optimise its value over time. Luminance may transition team members where necessary during the engagement, with relevant knowledge and context shared to maintain continuity.

Agentic Learning Hub: access to continually evolving resources that upskill your teams and facilitate the use of Luminance's agentic capabilities effectively across their processes, intelligence and reporting needs, and wider focus areas. Learning may be delivered through self-paced courses, instructor-led training, or a combination of both.

Business Reviews: recurring leadership-level reviews of our partnership, progress against agreed priorities and opportunities to increase value from the Luminance platform.

Customized Workshops and Training: collaborative initiatives designed to support your evolving priorities, helping your teams progress and/or deepen their knowledge and make effective use of Luminance. Objectives may be achieved through a combination of tailored material / learning paths, live instructor-led sessions, practical demonstrations and guided exercises, either remotely or onsite where included. Luminance retains ownership of its training materials, which you may use for your internal purposes.

Annual Roadmap Discussion: a tailored review of recently released Luminance features and capabilities, as well as preview of upcoming items on our roadmap, and how they may support your priorities and future plans. Roadmap information is indicative, confidential and subject to change; it is not a commitment to deliver any feature by any date, and purchasing decisions should be based on currently available functionality.

Customer Summit Invitation: An invitation to the annual Luminance customer summit, providing an opportunity to hear from and exchange with our executive leadership team, learn from other customers, and engage with the wider Luminance community. Attendance is subject to applicable hospitality policies (including your own), and travel and accommodation are not included.