

LUMINANCE SUPPORT DATA SHEET (Non-Subscription Customers)

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This document forms part of, and supplements, the Luminance Support Datasheet. It sets out the Service Credits applicable to non-subscription Customers. Capitalised terms not defined but used herein will have the meanings ascribed to them in the Agreement and the Support Datasheet. In the event of any conflict between this document and the Support Datasheet, the Support Datasheet will prevail. Precedence between this document and the other documents comprising the Agreement is set out in Clause 17.15 of the Master Agreement.

SERVICE CREDITS — NON-SUBSCRIPTION CUSTOMERS

Operational Time	Service Credit
Less than 99.5% but equal to or greater than 97.0%	A credit of 7 days of Services added to the end of the month for which the Downtime occurred.
Less than 97.0% but equal to or greater than 95.0%	A credit of 14 days of Services added to the end of the month for which the Downtime occurred.
Less than 95.0%	A credit of 30 days of Services added to the end of the month for which the Downtime occurred.

With regards non-subscription Customers, the credit value of each days Services shall be equal to the average Live Data daily data upload (over the previous 30 days) for the affected Luminance instance.