



## Reasonable Use Policy

Lighthouse has prepared this Reasonable Use Policy ("Policy") as a guide for its customers to understand permissible uses of our service, and to prevent abuse or excess use of its hotline program.

This policy does not apply to customers who have a program fee that addresses report volume.

Permissible Use(s). Lighthouse's hotline program is to be used for the reporting of wrongdoing by our customer's stakeholders (including employees, vendors, volunteers, contractors, and customers) or such other activities as expressly described in the service agreement.

Normal, Reasonable Use. Lighthouse evaluates a customer's usage in comparison to the overall average customer use of our program.

A customer whose Per Report Revenue is below \$40.00, is deemed to have excess use of service. The Per Report Revenue is calculated by dividing Lighthouse's annual fee for hotline services by the number of reports received in a year.

In the event of excess use of service, Lighthouse may determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below ("Lighthouse's Rights").

Lighthouse's Rights. We reserve the right to review your account and take further action if account usage is beyond normal standards as defined by the Per Report Revenue calculation, your hotline program has impermissible use, or your hotline program is detrimental to our other customers' ability to use the service. If we determine that your usage exceeds normal standards, we will use commercially reasonable efforts to inform you and provide you with the opportunity to correct the improper usage. If you fail to correct usage activity to conform to normal standards, we may exercise our right to transfer your service to a more appropriate pricing plan or terminate your service with 30 calendar days' notice.

Future Period Pricing. Services are initially priced based on your headcount. However, after the initial term, future year pricing is based on your usage, rather than headcount, unless you acquire another entity.

Using the table below, if your annual fee is \$800.00 use the second column (<\$1,000). During the previous year if you received 1 report your Per Report Fee is \$800.00 (\$800/1) resulting in 0% increase the following year. If you received 3 reports during the previous year your Per Report Fee is \$266.67 (\$800/3) and results in a 1% increase. Increased rates are rounded up to the nearest \$10.

Per Report Revenue	Annual Service Agreement Fee				
	<\$700	<\$1,000	<\$1,500	<\$2,000	>\$2,000
<=\$40	Breach of Reasonable Use Policy*				
<=\$50	5%				
<=\$80	4%	4%	3%	3%	3%
<=\$190	3%	2%	2%	1%	1%
<=\$350	0%	1%	1%	0%	0%
>\$350	0%				

Changes. Lighthouse reserves the right to change this Policy at any time. Changes become effective upon posting of a revised Policy to Lighthouse's website.