

REMOTE HOME CHECK, LLC

Exhibit C: Service Credit Schedule

1. APPLICABILITY

This Service Credit Schedule applies to organizational customers (B2B) with active Order Forms only. Consumer (B2C) subscribers and customers in pilot deployments are not eligible for service credits. Service credits are the sole and exclusive remedy for failure to meet the uptime commitment in Section 9.1 of the Master Terms.

2. UPTIME TARGET

The production Services target is 99.0% monthly uptime, calculated as specified in Section 9.1 of the Master Terms.

3. SERVICE CREDIT TABLE

Monthly Uptime Percentage	Service Credit (% of Monthly Fee)
99.0% or above	No credit
98.0% – 98.99%	5% credit
95.0% – 97.99%	10% credit
90.0% – 94.99%	20% credit
Below 90.0%	30% credit

4. CREDIT CAP

Total service credits in any calendar month shall not exceed thirty percent (30%) of the total monthly fees for the affected Services. Credits are non-transferable and have no cash value.

5. CREDIT REQUEST PROCEDURE

To request a service credit, the Organization must submit a written request to support@remotehomecheck.com within thirty (30) days of the month in which the downtime occurred. The request must include: (a) the dates and times of the outage; (b) the affected Services; and (c) a description of the impact. RHC will verify the claimed downtime and issue approved credits against future invoices.

6. EXCLUSIONS

Service credits do not apply to downtime caused by: (a) scheduled maintenance with prior notice; (b) force majeure events; (c) Customer misuse or misconfiguration; (d) Third-Party Service outages (Apple, YoLink, HERO Health, connectivity providers); (e) actions or inactions of the Customer or its users; or (f) pilot deployments.

[END OF SERVICE CREDIT SCHEDULE]