

## NORTH AMERICA

### LEARNING UNIT REDEMPTION POLICY

1.1 Learning Units may be redeemed by Licensee for the following education services at the redemption rates listed below when licensee purchases an Education package with fewer than 150 Learning Units. Any redemption for LU packages 150+ will be as follows:

- 4 LUs/day for 1 day of business end user training for up to 20 students
- 6 LUs/day for 1 day of technical user training for up to 20 students

Num LU for below 150 Package	Num LU for 150 Package and above	Action
1	1	1 day of public training per student
4	4	1 day of course customization or program management
8	8	1 day of train-the-trainer for up to 8 instructors
6		1 day of training for up to 6 students
8		1 day of training for up to 12 students
12		1 day of training for up to 20 students
	4	1 day of business end user training for up to 20 students
	6	1 day of technical user training for up to 20 students
20	20	License of customized instructor-led courseware per day

- (a) **TERMS APPLICABLE TO COURSE MANUALS.** MicroStrategy shall provide electronic versions of course manuals. For printed copies, Licensee should contact the MicroStrategy Education Sales Director for contact information of a printer to purchase the manuals separately.
- (b) **TERMS APPLICABLE TO INSTRUCTOR-LED CUSTOMIZED COURSEWARE.** In the event Licensee redeems 20 Learning Units for a license to Customized Courseware and subject to the payment of all fees, MicroStrategy grants Licensee a non-transferable license to use Customized Courseware. This license is also contingent upon Licensee having at least one instructor complete the Train the Trainer course and MicroStrategy completing the courseware customization. Such license shall be for the sole purpose of training Named Users in the use of MicroStrategy Products. Licensee shall have the right to reproduce and distribute one paper copy of the Customized Courseware to each Named User it wishes to train. Licensee is solely responsible for maintaining and updating the Customized Courseware, and MicroStrategy has no obligation to update or modify the Customized Courseware on Licensee's behalf. All Customized Courseware is a derivative work of MicroStrategy and is Confidential Information and MicroStrategy retains all intellectual property rights in such work. . For the purposes of this clause, "**Customized Courseware**" shall mean electronic versions of Microsoft Word and Microsoft PowerPoint files for instructor-led courses which include course materials or content that is customized by MicroStrategy for Licensee.

1.2 Learning Units may be redeemed for licensing Online Courseware in accordance with the following redemption rates. “**End User**” as used herein shall mean one identified individual that accesses reports generated by MicroStrategy Products, solely in connection with Licensee’s internal business purposes, and not for any development, technical training or other non business purposes.

20	Learning Units	Licensed Online Courseware for up to 100 End Users
50	Learning Units	Licensed Online Courseware for up to 250 End Users
100	Learning Units	Licensed Online Courseware for up to 500 End Users
150	Learning Units	Licensed Online Courseware for up to 1,000 End Users
300	Learning Units	Licensed Online Courseware for unlimited End Users

**TERMS APPLICABLE TO ONLINE COURSEWARE.** In the event Licensee redeems Learning Units to license an Online Courseware and subject to the payment of all fees, MicroStrategy grants Licensee a non-transferable license to use such Online Courseware. Such license shall be for the sole purpose of training End Users in the use of MicroStrategy Products. Licensee shall have the right to use the Online Courseware to train the number of End Users identified in the above redemption schedule. Licensee acknowledges and agrees that it may permanently replace one End User with another if the original End User no longer has access to reports generated by MicroStrategy Products. All Online Courseware customized for Licensee is a derivative work of MicroStrategy and is deemed Confidential Information and MicroStrategy retains all intellectual property rights in such work. “**Online Courseware**” as used herein shall mean the content and simulation files based on MicroStrategy online web courses that are customized by MicroStrategy for Licensee using third-party authoring tools.

**1.3 TERMS APPLICABLE TO EDUCATION PACKAGES**

- (a) The Learning Units will be for a period of twelve (12) months from the date of invoice. Licensee is entitled to redeem Learning Units for licensed Online Courseware at the redemption rate specified on Section 1.2.
- (b) **TERMS APPLICABLE TO LU ADD-ON PURCHASE.** In the event Licensee purchases an Education LU package, Licensee may purchase additional Learning Units to be redeemed in accordance with the terms of such initial purchase. Add-On Learning Units must be purchased during a valid Term, but may be redeemed during the twelve month period from the date of invoice, even if the initial LU package Term expires.