

Case Center Product Specific Terms

1. APPLICABILITY

- 1.1. These Case Center product specific terms (“Product Specific Terms”) apply when you purchase a subscription to use or access Case Center as set out in the applicable Order Form. If there is a conflict between these Product Specific Terms and any other document forming the Agreement, the order of precedence is as follows: the Ordering Document, these Product Specific Terms, annexes, schedules and the Thomson Reuters General Terms and Conditions (or applicable governing/master terms). A breach of these Product Specific Terms is a breach of the Agreement. All capitalized terms not otherwise defined herein will have the meanings given to them in the Agreement.

2. SCOPE OF CASE CENTER SUBSCRIPTION

2.1. Use types:

- 2.1.1. **Account Users:** Employees and contractors under your, or your permitted Affiliates’ control to whom you provide a log-in identification to access Case Center as set forth in the Order Form. Consult the Order Form for specific usage limitations associated with your subscription.
- 2.1.2. **Invited Users:** Individuals who are not Account Users and who are intended to be ancillary users of Case Center, whom you invite to access Case Center. Invited Users means individuals outside your or your permitted Affiliates’ organization. Invited Users must accept and agree to the embedded terms and conditions to enable the invitation and use Case Center.

- 2.2. **Scope of Use.** All access to Case Center is on a named individual (human) user basis by way of unique user name and password. Only a single user may access Case Center through any individual user account. All users shall comply with the applicable subscription grant, as identified in the Order Form, and may not attempt to circumvent it in any way. Upon request, you will provide us with information concerning your use of Case Center. Consult the Order Form for specific usage limitations associated with your subscription.

- 2.3. **Administration.** Unless otherwise agreed with us, you are responsible for the administration of all access to Case Center, including allocation and removal of access, and for the actions of all users. You may only grant administration rights to identified Account Users. You are responsible for all access to Case Center through you or your systems and for any breach of the terms of the Agreement resulting from such access (whether permitted to do so by you or not). Account Users must assign applicable Case Center service permissions to each Invited User.

- 2.4. **Responsibilities.** You are responsible for the terms on which you supply access to Case Center to Invited Users, their compliance with the terms of this Agreement, and any support they may require. Invited Users access and use must only be made available in the manner and using the functionality we make available to you within Case Center. You must not delete or alter Thomson Reuters proprietary notices or copyright notices. You will immediately terminate all Invited Users access when your Agreement for such subscription expires or is terminated.

3. USER CONTENT

“User Content” is any information, data, materials or other content that you, Account Users or Invited Users upload or submit through Case Center. Except as otherwise provided herein, all output, copies, reproductions, improvements, and modifications to User Content are themselves also User Content. For the avoidance of doubt, User Content does not include any information reflecting the access to and use of Case Center by or on behalf of you, any Account User or Invited User, or any of our content including tools, data or information obtained from us or through one of our other products. As between you and Thomson Reuters, you exclusively own all rights, title and interest in your User Content. Without limiting the generality of the foregoing, we shall not use User Content for any purpose other than performing our obligations under the Agreement and shall limit access to and disclosure of User Content to personnel who require access to perform our obligations under the Agreement. We shall not distribute, make available or otherwise disclose User Content or any part of it to any third party for any reason, unless specifically instructed or permitted by you or your Account Users or as otherwise expressly required by applicable laws. You grant us permission to use, store, copy, share, transfer, and process your User Content to the extent necessary to provide the Services. You acknowledge and agree that we may transfer your User Content to (i) our third-party service providers to the extent necessary to provide the Services and (ii) third-party partners enabled by you via your access to Case Center. The parties acknowledge and agree that all your User Content shall be deemed your confidential information. If the Agreement expires or is terminated, you may request to maintain access to the Case Center services for up to twenty (20) days after the effective date of the termination or expiration of the Agreement solely for the purpose of removing User Content that you wish to retain. Nothing in these Case Center Product

Specific Terms shall supersede any other terms between you and us for any of our other products.

4. SERVICE LEVEL AGREEMENT

- 4.1. For purposes of this Section 4, “SaaS Services” means the hosting and provision of Case Center as set forth in the Order Form.
- 4.2. **Availability Requirement.** We will use commercially reasonable efforts to ensure an operational target uptime for the SaaS Services of 98.5% (outside of scheduled downtime) during Business Hours as set out below, as measured over the course of each calendar month during the Service term (each such calendar month, a “Service Period”), excluding the time the SaaS Services are not available because of one or more Exceptions defined below (the “Availability Requirement”). The Availability Requirement only applies to the production SaaS Services, so it does not apply to non-production environments, including but not limited to development, Q&A, test, or disaster recovery.
 - 4.2.1. **Exceptions.** Availability will be calculated without regard to downtime or degradation that is due to any of the following (“Exceptions”): (i) misuse of, or unauthorized change that affects the configuration of, the SaaS Services by Account Users or Invited Users; (ii) failure of internet connectivity; (iii) failure, interruption, outage, or other problem with any infrastructure, including, hardware, software, system, network, facility, or other component, not supplied by us; (iv) Scheduled Downtime as described in Section 4.4 (Maintenance) below; (v) emergency downtime; (vi) force majeure events; (vii) data corruption due to user error; (viii) any actions, inactions or omissions (including but not limited to technical failures) of a third-party provider outside of our reasonable control; or (ix) suspension or termination of the SaaS Services pursuant to the Agreement.
- 4.3. **Monitoring.** We will use commercially reasonable efforts to monitor and manage the SaaS Services to maintain availability that meets or exceeds the Availability Requirement. Such monitoring and management may include, in our judgment, (i) proactively monitoring SaaS Services functions; and (ii) taking necessary and reasonable remedial measures to eliminate threats to SaaS Services availability.
- 4.4. **Maintenance.** Routine maintenance and application updates are completed without downtime. Deployments are completed by automated systems which deploy to staging platforms and then seamlessly “swap” in updated components minimising user impact. In most cases, application changes are scheduled outside of Business Hours set forth below. In rare situations, SaaS Services could be taken offline for planned maintenance (e.g., movement of data to a new region, security or networking changes). If such planned maintenance window is required, Thomson Reuters aims to provide at least thirty (30) days’ notice of such an intention and will cooperate with you to determine a suitable window outside of the Business Hours set forth below. We may provide unscheduled deployments of maintenance releases in our sole discretion, including, but not limited to, updates, bug fixes, enhancements, releases, and other improvements to the SaaS Services so that the SaaS Services operate in accordance with the terms and conditions of the Agreement.
- 4.5. **Support Services.** We shall provide support services set out below (collectively, “Support Services”) in connection with access to and use of the SaaS Services.
 - 4.5.1. We will provide Support Services to you via our service desks from Monday through Friday, 9am to 5pm GMT and 8am–6pm EST (excluding Thomson Reuters Holidays, National Holidays or Bank Holidays) (“Business Hours”). You are still able to leave a voicemail or submit a ticket outside of Business Hours by clicking on the support button within Case Center.
 - 4.5.2. We will: (i) use commercially reasonable efforts to respond to and correct failures of the SaaS Services to be available, excluding any Exceptions (each, a “Service Error”) in accordance with the Support Service Level Requirements set out and defined below, including by providing defect repair, programming corrections and remedial programming; (ii) provide telephone and online support during Local Business Hours; (iii) provide online access to technical support bulletins and other user support information and forums to the full extent we make such resources available to other Case Center customers; and (iv) respond to Support Services requests as set forth below.
- 4.6. **Support Levels.** We will classify the Service Error and use commercially reasonable efforts to address Service Errors and respond to all Support Services requests submitted by your authorized support contacts in accordance with the required times and other terms and conditions set out below (“Support Service Level Requirements”).

Support Service Level Requirements

Service Error	Timeframe
Severity Level 1 – Critical Defect or vulnerability materially and adversely affects the operation or security of SaaS Services. No Workaround exists. The SaaS Services are experiencing downtime.	Acknowledgment: 2 Business Hours Response Time: Every 2 Business Hours Remediation: 8 Business Hours
Severity Level 2 – High Defect or vulnerability interrupts the daily business operations causing severe delays materially affecting court processing across multiple end users and multiple Customer end users and multiple functions of the SaaS Services.	Acknowledgment: 4 Business Hours Response Time: Every 4 Business Hours Remediation: 16 Business Hours
Severity Level 3 – Medium Defect or vulnerability is non-critical, or defect does not significantly impede the overall operation or security of the SaaS Services.	Acknowledgement: 16 Business Hours Response Time: Every 24 Business Hours Remediation: 5 Business Days
Severity Level 4 – Low Defect or vulnerability has minimum impact on overall functionality of SaaS Services; or SaaS Services is functioning as documented, but Customer has requested change or advice.	Acknowledgement: 24 Business Hours Response Time: as necessary Remediation: Determine time within 5 Business Days

For purposes hereof:

“Acknowledgement” means our acknowledgement of a Support Services request after receipt of a detailed submission into our support system (including full steps to reproduce the issue).

“Remediation” means a Service Error has been corrected or an acceptable Workaround is implemented so the SaaS Services are functioning to meet the functional requirements and/or Availability Requirement.

“Response Time” means the time between Acknowledgement and when we respond to a Support Services request within Business Hours.

“Workaround” means a feasible change in operating procedures whereby a user can avoid the deleterious effects of a Service Error without material inconvenience.