

SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) sets forth the operational standards, support, and response standards provided by TR to Customer. TR may modify this SLA only by giving Customer at least 45 days’ prior written notice. Notwithstanding anything to the contrary contained in this Agreement, if TR makes any change to the SLA that affects Customer in a material and adverse manner, Customer may terminate the Agreement within sixty (60) days after the date Customer is notified in writing of such change.

A1. OPERATIONAL STANDARDS; MAINTENANCE SCHEDULE

A1.1 **Availability.**

Except for the scheduled maintenance periods set forth in Section A1.2, Legal Tracker is available for online processing 24 hours a day, 7 days a week.

A1.2 **Scheduled Maintenance.**

If necessary, TR may take Legal Tracker offline for maintenance during the following times:

- *Major Scheduled Maintenance:* Saturday 8:00 am to Sunday 8:00 am Pacific Time
- *Minor Scheduled Maintenance:* every day from 9:00 pm to 12:00 am Pacific Time

A1.3 **Unscheduled Maintenance.**

If Legal Tracker becomes unavailable and requires unscheduled maintenance, TR shall attempt to post a notice of the unscheduled maintenance on the web pages available to Customer and its law firms.

A2. SUPPORT

A.2.1 **First Level (Tier 1) User Support.**

Customer provides first level support for its internal users and law firm users. If any user needs any assistance (whether questions about Legal Tracker or technical issues), the user should first contact Customer’s Tracker Coordinator (and Customer should direct all users to first contact Customer’s Tracker Coordinator). Customer’s Tracker Coordinator should consult the Legal Tracker online Help pages to try to resolve users’ questions. Because Customer’s Tracker Coordinator provides the first level support, such first level support is available during the hours set by Customer.

A.2.2 **Second Level (Tier 2) User Support.**

If Customer’s Tracker Coordinator is not able to resolve a user’s problem, Customer’s Tracker Coordinator may refer Tracker product-related questions that do not solely involve questions about Customer requirements to the Legal Tracker Support Team for second level support. Current contact information for the Legal Tracker Support Team can be located on the Legal Tracker online Help pages. User questions that involve a request for consultation or recommendations for best practices may be handled by Customer’s assigned Client Relationship Manager responsible for account management. Second level support is available during Legal Tracker’s business hours: Monday – Friday 8:00am to 1:00am GMT, excluding major holidays.

A3. RESPONSE STANDARDS

A3.1 Support Response Times.

TR will respond to requests for support as provided below:

SEVERITY LEVEL	INITIAL RESPONSE TIME	SUPPORT OBLIGATION
SEVERITY 1 (Legal Tracker is inaccessible and/or inoperable)	Within 1 hour (during business hours) of initial notification by user to initiate problem determination	Continuous good faith efforts until the problem is resolved or a reasonable work-around is achieved
SEVERITY 2 (Significant problems that degrade the quality of the Legal Tracker service)	Within 1 business day of initial notification by user to initiate problem determination	Reasonable efforts to correct the reported error
SEVERITY 3 (Problems that minimally affect the use of a non-critical portion of service or are cosmetic in nature; or Second level (Tier 2) user support questions referred to Support Team.)	Within 2 business days of initial notification	<p>Within 3 business days of the initial response, TR shall provide a substantive response or additional questions that TR needs answered prior to proceeding.</p> <p>If the problem results in the identification of a Legal Tracker system bug or error, the issue shall be escalated to the appropriate TR department with reasonable efforts to correct the reported error as appropriate</p>

A3.2 Limitations.

Except as may be set forth in the Agreement, the support services do not include: (i) visits to Customer’s site or (ii) any services for any third party equipment or software. In addition, TR has no obligation to correct any error resulting from a failure by Customer to implement any third-party software modification or upgrade recommended by TR.

A4. TRAINING & SUPPORT MATERIALS

TR will provide various training and reference materials in electronic format via the online Legal Tracker Help site at no charge. In addition, TR provides various training sessions for Customer users and for external law firms/vendors to which Customer may grant access to Legal Tracker. The training sessions are open enrollment for all Legal Tracker users and subject to availability.