

Thomson Reuters Canada

Service Level Agreement for Hosted Practice Solutions Products

This Service Level Agreement (“SLA”) covers West’s hosted practice solutions products identified in your ordering document (“Covered Services”). The SLA will terminate when your subscription to the Covered Services ends. We may modify the terms of the SLA from time to time to reflect the changes in our support practices; however, any modification will not materially reduce the service levels.

1. Definitions.

- 1.1 “Downtime” is the amount of time access to Covered Services is interrupted due to any identifiable and reproducible Error.
- 1.2 “Error” is an error, malfunction or defect in the Covered Services of which we have been notified. “Error” does not include an error, malfunction or defect relating to third party gateways, Internet connectivity, or extraordinary (non-traditional) user search requirements. “Error” also does not include an error, malfunction or defect in the Covered Services of which we have not been notified.
- 1.3 “Response Time” means the time period we use to classify the problem or incident according to its severity and nature.

2. Support. Use the following telephone numbers or email addresses to reach a service professional for assistance. After receiving a telephone call or email from you, we will open a support ticket and commence a technical assessment of the problem.

Case Notebook-Hosted

Customer Technical Support

Phone: 1-800-290-9378

E-mail: westlaw.softwaresupport@thomsonreuters.com

Hours: 6:30am to 7:30pm CT Monday through Friday

Firm Central

Customer Technical Support

Phone: 1-800-Westlaw (1-800-937-8529)

E-mail: techsupport@thomsonreuters.com

Hours: 24x7x365

3. Availability. We will make the Covered Services available a minimum of 99% during each calendar month of the agreement term, exclusive of interruptions due to scheduled maintenance services.

4. Response Time. We will use commercially reasonable efforts to respond and resolve Error and Downtime incidents in a timely manner. We will take action reasonably necessary to determine the source of the Error or Downtime. If the problem is not attributable to us, we will use commercially reasonable efforts to notify the party responsible and cooperate with such party to resolve the problem as soon as reasonably possible. If the Error is in our control, we will make commercially reasonable efforts to resolve the problem as expeditiously as practicable. If a timely resolution to an Error or Downtime cannot be found, we may provide a temporary resolution which will be followed by a permanent resolution as soon as reasonably practicable.