

TECHSTREET TERMS OF USE

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5. TECHNICAL SUPPORT

Techstreet shall provide technical support for the Service on Monday-Thursday from 9am-7pm, Eastern Standard Time, and on Fridays from 9am-6pm, on normal business days, excluding

holidays, through the following methods: E-mail: techstreet.subscriptions@clarivate.com, Phone: (800) 699-9277 (US and Canada only), or (734) 780-8000.

6. DEFINITIONS

"Login Credentials" means the username and password which User uses to gain access to the Service.

"Products" means the specified set of documents which are accessed through the Service.

"Service" means the provision of a pre-packaged or customized set of Products in electronic PDF format accessible by a User authorized by Techstreet.

"User" means a single unique individual authorized by Techstreet to access the Products.

"Licensee" means the contracting entity as stated on the order form.