Software Support, Service Availability and Maintenance

Our Software support, maintenance and service availability for **Converis** is outlined below.

Support

Where you have elected maintenance coverage for software hosted by you and for all software hosted by us, we will provide support for designated administrators who are responsible for providing the support to the end users. Support includes issue analysis, support case management, prioritization of issues, tracking and investigation of issues and explanation of error messages.

Contact Information. If you have problems using our software, your designated administrators can contact us during normal hours in the following ways:

- Online 24/7 at https://support.clarivate.com/s/ (preferred method)

  Please click on the "Open a support case" tab and fill the form provided to log the issue. An acknowledgement email with the support case number and additional contact information for urgent matters will then be issued.

- In urgent cases via phone (during regional office hours):

  EMEA: +44 800 328 8044 or +44 20 3564 2068
  North America: +1-800-336-4474
  Singapore: +65 6870 3207
  Hong Kong: 800905720
  China: 4008 822 031
  Japan: +81-3-4589-3107 or 08008888855
  Australia: 1-800-007214

You must provide us with the information we need to resolve your problem. This includes relevant contact information, details about the problem, error messages, user IDs, and any other necessary information. Please be sure to exhaust all internal trouble shooting prior to contacting us.

Response. A priority level is assigned to each service request in accordance with the following severity definitions:

- Severity 1 (Critical): you are unable to use the software.
- Severity 2 (Severe): you are unable to use a major functional area of the software.
- Severity 3 (Major): you have experienced a peculiarity with an ancillary function or minor functional area of the software.
- Severity 4 (Minor): you provide observations that would assist the usability of the software.

We have three levels of response to support requests as detailed in the following table

Response Stage	Action
Level 1	Acknowledgement by written or verbal communications and allocation of an assignment log number and an estimation of restoration time
Level 2	Temporary fix or work around passed to you or a request forwarded to you for a database copy to reproduce the fault for analysis. Further estimation of restoration time
Level 3	Official patch or fix in the next release or updated release notes

Target response times are provided in the table below. Resolution times cannot be guaranteed, although we undertake every effort to resolve your issues as soon as possible.

Priority	1st Level Response	2nd Level Response	3rd Level Response
Severity 1	4 hours	Continuous Effort	Next Release* / asap

Severity 2	1 Business Day	15 Business Days	Next Release*
Severity 3	2 Business Days	60 Business Days	Open
Severity 4	4 Business Days	Open	Open

*There are typically 3 releases per year.

Escalation Path. If you do not receive a response within the timeframe designated above, please reach out to your account management.

Updates

Where you have elected maintenance coverage for software hosted by you and for all software hosted by us, general release updates for bug fixes, new features, improved usability or performance as well as more significant improvements or major changes of the capabilities (except related additional implementation or configuration effort) will be made available to you upon request via the contact details provided above. If you require consulting services to make configuration changes based on the features and capabilities of the release to align to your configuration (such as templates or reports specific for your database), this may incur an additional charge. Upgrades to the next major version usually require implementation and configuration of your database which incur an additional associated cost beyond the maintenance fees.

Service availability for software hosted by us

Except during scheduled maintenance or if downtime is caused by circumstances beyond our reasonable control (such as failures of equipment or software of upstream service providers or at your location), software hosted by us will be available for use for 99.0% of the total time during any calendar quarter.

Maintenance for software hosted by us

Scheduled Maintenance. If necessary, we may take the software offline to perform maintenance or upgrade the database. We will supply no less than forty-eight hours (48) hours written notice before all such scheduled maintenance that includes a detailed description of the type of maintenance to be performed and length of time for the service outage. We will make reasonable efforts to perform scheduled maintenance outside of peaks hours of operation.

We will endeavor to only undertake scheduled maintenance on weekends and / or overnight, local data center time.

Emergency Maintenance. If the software requires emergency maintenance, we shall attempt to provide you with as much advance notice as commercially reasonable and post a notice of the emergency maintenance on the web pages available to you.

Backups. We will perform daily backups of your data.

Disclaimer

Support services do not include:

- visits to your site,

- any services for third party equipment or software,

- problems stemming from a change you made to the software, or

- consulting services related to client specific configurations or implementation (such as interactions between the software and your hardware, installations at your site, assistance with acceptance testing, client specific templates or reports, etc).

We have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge. We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is outside of our control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the software.

Last Updated: June 2017