



Service Description for Trademark Service

Onboarding.

Description: The setup of your dedicated renewals account on our system, including the loading of your IP portfolio.

Clarivate's responsibilities:

- We will provide a regional project manager to manage your onboarding
- We will provide you with the Service Guide.
- We will perform data verification services (comparing and contrasting the data provided by you with the data maintained in relevant public records for such countries) in jurisdictions where we have public data sources that are available and, in our reasonable opinion, reliable.
- We will upload your IP portfolio into your dedicated renewal account on our system.

Your responsibilities:

- You must transfer your portfolio data to us in the format described in the Service Guide.
- You must review your portfolio once we have completed the upload into the system and agree to the contents within the Portfolio Review Period on your order form.

Ongoing data management.

Description: Additions, changes and deletions to your IP portfolio during the term of the Services.

Clarivate's responsibilities:

- We will upload data you provide during the term into your dedicated renewal account on our system. We will confirm updates and will address any issues via the reporting methods described in your Services Guide.
- We will provide data verification services for any new data we receive during the term. Data verification will not be reperformed on data previously uploaded into the system.

Your responsibilities:

- You are responsible for sending new and updated IP case data in accordance with the instructions in your Service Guide.
- You must also verify and confirm the changes to your IP portfolio and the content of reports we provide.

Renewal instructions.

Automatic Service

Description: Where you have purchased our automatic service, we will automatically pay all renewal and maintenance fees due within the current renewal cycle unless you instruct us otherwise.

Clarivate's responsibilities:

- We will inform you of renewal and maintenance fees due within the upcoming cycle via a renewal notice.



- We will provide a list of formality documents required to effect the renewal of a Right including but not limited to renewal affidavits, evidence of use, statement of use and change of name and address declarations.
 - To the extent you have provided us suitable authority to file powers of attorney we will complete documents on your behalf, perform recording of changes in ownership and will manage notarization and legalization requirements for these documents.
- We will pay all renewal and maintenance fees due within the current renewal cycle identified in the Renewal Notice unless you instruct us otherwise subject to our receipt of all formality documentation by the deadline.
- We will send your renewal certificates to you.
- We will send you an invoice in accordance with the Invoicing Period on your order form based on the service fee components known at the time.

Your responsibilities:

- You must promptly review the renewal notice and notify us of your instruction not to renew a Right. Instructions can be made manually, electronically or online as set out in the Service Guide. Instructions to renew or not renew (abandon) must be received prior to the deadlines identified in the Renewal Notice.
- You must provide your completed formality documentation by the deadline provided. *If we do not receive your completed formality documentation by the deadline, the renewal cannot be completed and this may result in loss of rights in the trademark.*

Instruct Service

Description: Where you have purchased our instruct service, we will only make payments to effect the renewal of a Right as instructed by you. *If we do not receive an instruction to renew by the deadline, then the case(s) will be inactivated on our system; if you do not handle the renewal through another avenue then it will lapse. Not all jurisdictions will honor a grace period, so it is essential that instructions be provided prior to our deadlines.*

Clarivate's responsibilities:

- We will inform you of renewal and maintenance fees due within the upcoming cycle via a renewal notice.
- For Rights that you have instructed be renewed, we will provide an acknowledgement listing required formality documents including but not limited to renewal affidavits, evidence of use, statement of use and change of name and address declarations.
 - To the extent you have provided us suitable authority to file powers of attorney we will complete documents on your behalf, perform recording of changes in ownership and will manage notarization and legalization requirements for these documents.
- We will pay all renewal and maintenance fees you have instructed subject to our receipt of all formality documentation by the deadline.
- We will send your renewal certificates to you.
- We will send you an invoice upon receipt of an instruction based on the service fee components known at the time.

Your responsibilities:

- You must promptly review the renewal notice and provide your instructions. Instructions can be made manually, electronically or online as set out in the Service Guide. Instructions to renew or not renew (abandon) must be received prior to the deadlines identified in the Renewal Notice.
- You must provide your completed formality documentation by the deadline provided. *If we do not receive your completed formality documentation by the deadline, the renewal cannot be completed and this may result in loss of rights in the trademark.*



Out of Scope

The Services do not include payment of accumulated renewals or back fees arising in certain countries at the time of grant or acceptance of an application. It is your responsibility to arrange payment of such fees.

Optional Services

All optional services will be charged separately. Optional services include additional formalities including but not limited to change of ownership recordals including change of name/address, assignments, mergers; amendments to the mark; late fines incurred through late instructions and/or late provision of required documents; request for extensions; re-classification; authentication of documents; obtaining previous renewal or registration certificates; obtaining duplicate renewal certificates or obtaining certified copies of registrations; and reporting and replying to office actions. A list of optional chargeable services and a schedule of associated fees is available on request.

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