This Exhibit sets forth the operational standards, support, and response standards provided by Thomson Reuters to Customer for the 3E Cloud Service during the term. Thomson Reuters may modify this Service Level Agreement only by giving Customer at least 30 days' prior written notice. Notwithstanding anything to the contrary contained in this Agreement, if Thomson Reuters makes any change to the Service Level Agreement that affects Customer in a material and adverse manner, Customer may terminate the 3E Cloud Service within 30 days after the date Customer is notified in writing of such change.

1. OPERATIONAL STANDARDS; MAINTENANCE SCHEDULE

1.1 Availability.

Thomson Reuters will use commercially reasonable efforts to make the 3E Cloud Service available for Customer’s use at least 99.9% of the time during each month except for time the 3E Cloud Service is not available due to: (i) Thomson Reuters’ Scheduled Maintenance described in Section 1.2 of this Service Level Agreement, (ii) failure, interruption, outage, or other problem with any infrastructure not supplied by Thomson Reuters, including, hardware, software, system, network, facility, or other component, (iii) failure of internet connectivity; (iv) any force majeure event, (v) suspension or termination of the 3E Cloud Services pursuant to the Agreement, (vi) misuse of, or unauthorized change to the 3E Cloud Service by Customer, any of its users, employees, vendors, contractors or agents (each a “Customer User”), or any third party using the credentials of any Customer User, (vii) failure of any Customer User to modify use after notification by Thomson Reuters to Customer to modify use of the 3E Cloud Service (the “Availability Requirement”).

For purposes of the Availability Requirement, the 3E Cloud Service shall be considered available unless: (i) the login page is generally unavailable, or (ii) if users can login but the majority of the material functionality of 3E Cloud Service is not functioning for all users who have access to such functionality. The Availability Requirement only applies to the production environment, it does not apply to non-production environments, including but not limited to development, Q&A, test, or disaster recovery.

1.2 Scheduled Maintenance.

Scheduled Maintenance refers to Thomson Reuters updating, upgrading, applying, updating or re-applying customizations as part of an update or upgrade, and/or applying fixes for issue resolution, to the whole of the 3E Cloud Service software or its individual component parts. Scheduled Maintenance activities will result in component parts or the whole of the 3E Cloud Service being taken offline and made unavailable. Such work will be done within the timeframes noted below when such maintenance is required:

- **Major Scheduled Maintenance:**
  - For customers located in the US and Canada: Thursday 6:00pm to Friday 6:00 am Pacific Time
  - For customers located outside the US and Canada: Thursday 6:00pm to Friday 6:00 am GMT

- **Minor Scheduled Maintenance:**
  - For customers located in the US and Canada: Every day from 9:00 pm to 12:00 am Pacific Time
  - For customers located outside the US and Canada: Every day from 9:00 pm to 12:00 am GMT

Major Scheduled Maintenance includes 3E Cloud Service infrastructure updates, major version product upgrades, minor version product upgrades, new product subscription provisioning, or existing product subscription removal.

Minor Scheduled Maintenance includes issue resolution or minor 3E Cloud Service software or infrastructure updates.

Thomson Reuters shall provide Customer notice of Scheduled Maintenance. Thomson Reuters will not schedule Scheduled Maintenance within 5 days of month-end or within 10 days of calendar year-end.

1.3 Unscheduled Maintenance. Unscheduled Maintenance refers to Thomson Reuters’ efforts to address issues that require immediate action such as correcting network reliability conditions, security, and performance degradation. Component parts or the whole of the 3E Cloud Service will be unavailable during such times.

Thomson Reuters shall provide Customer notice of Unscheduled Maintenance.

2. SUPPORT

Customers can create a support service request through the Thomson Reuters Customer Portal at https://customerportal.elite.com or by contacting your regional support team. Each service request is routed to a support analyst.

Support is available during the business hours set forth below depending on the Thomson Reuters support team supporting Customer (“Business Hours”):

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2.1 Customer Support

- Service requests are assigned to the appropriate support analyst.
- Support will make every effort to attempt to resolve the service request in a timely manner. Resolutions may include: product education, referral to product documentation, assistance with resolving error messages and basic data issues.

2.2 Support Escalation

If the service request cannot be resolved by the assigned analyst initially, it will be referred to a more senior support analyst on the topic being addressed. An open action item will appear on the service request that is assigned to the appropriate support queue or referred directly to the senior analyst. If the service request cannot be resolved by the senior support analyst or the problem is determined to be an issue (i.e., bug or enhancement request), the service request is referred/assigned to the appropriate development team.

- The support team will continue to act as a liaison between the development team and the Customer for addressing and resolving any issues that are escalated.
- After the problem has been escalated, the service request will be prioritized based on the urgency of the service request; prioritization will be set during weekly meetings held with the development team.

3. RESPONSE STANDARDS

3.1 Support Response Times. Thomson Reuters will respond to requests for support as provided below:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Initial Response Time for North America and EMEA (for all other regions, as soon as an analyst is available)</th>
<th>Support Obligation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent – System Down</td>
<td>Within 1 hour (during Thomson Reuters' Business Hours) of initial notification. Thomson Reuters recommends that Customer call the toll free number to speak directly with a support analyst rather than opening the case via the Customer Portal</td>
<td>Continuous good faith efforts until the problem is resolved or a reasonable work-around is achieved</td>
</tr>
<tr>
<td>High</td>
<td>Within 2 hours (during Thomson Reuters’ Business Hours) of initial notification.</td>
<td>Reasonable efforts to correct the reported error</td>
</tr>
<tr>
<td>Default/Normal</td>
<td>Within 2 hours (during Thomson Reuters’ Business Hours) of initial notification.</td>
<td>Thomson Reuters shall provide a substantive response or additional questions that Thomson Reuters needs answered prior to proceeding. If the problem results in the identification of a system bug or error in the 3E Cloud Service, the issue shall be escalated to the appropriate Thomson Reuters department with reasonable efforts to correct the reported error as appropriate</td>
</tr>
<tr>
<td>Low</td>
<td>Within 1 business day (during Thomson Reuters’ Business Hours) of initial notification by Customer</td>
<td>A reasonable response or direction will be provided for training or additional documentation (e.g. link to knowledge base or online training courses)</td>
</tr>
</tbody>
</table>
3.2 Limitations. Thomson Reuters' obligations to address problems and correct errors shall be limited to issues that affect Customer’s ability to utilize the 3E Cloud Service according to the user documentation provided by Thomson Reuters to Customer. 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, Thomson Reuters has no obligation to correct any error resulting from a failure by Customer to implement any third-party software modification or upgrade recommended by Thomson Reuters. Thomson Reuters is not required to provide support to the extent that the problem is caused by Customer’s failure to adhere to instructions, or events beyond the reasonable control of Thomson Reuters. Thomson Reuters does not provide support or upgrades for any integrations developed by Thomson Reuters as part of implementation or development services provided to Customer.

4. UPDATES

Updates for the 3E Cloud Service will be provided during the term at no additional charge. The Updates will be deemed part of 3E Cloud Service. “Updates” shall mean any periodic software releases which may be provided to Customer as part of support services including enhancements and/or problem corrections and any release notes. Updates of the most recent versions will be applied at Thomson Reuters’ discretion on a periodic basis.

5. TRAINING & SUPPORT MATERIALS

Various reference materials are available in electronic format via the online help pages available for the 3E Cloud Service and via the Thomson Reuters Knowledge Base (accessible via the Thomson Reuters Customer Portal website). In addition, Thomson Reuters may provide various training sessions for Customer’s internal users.