Power BI Terms

1. Definitions.

“Power BI Service” shall mean Power BI Pro and Power BI Premium. The Power BI Service is part of Thomson Reuters’ 3E Data Insights product.

2. Third Party Terms. The Power BI Service is owned by a Third Party Provider and provided or provisioned by Thomson Reuters under rights granted by such Third Party Provider to Thomson Reuters. Such Third Party Provider’s additional terms for the Power BI Service (which are subject to change from time to time by such Third Party Provider), which apply to Customer based on its specific location, can be found at https://www.microsoft.com/licensing/docs/customeragreement, and such terms are incorporated herein by reference. For avoidance of doubt, such terms shall govern with respect to all warranty related issues. Customer agrees to comply with such applicable Third Party Provider terms.

3. Service Level Agreement. The Service Level Agreement attached hereto as Exhibit A is incorporated herein by reference.

4. Agreement Compliance. Thomson Reuters or its professional representatives may review Customer’s compliance with the Order Form and Agreement throughout the Subscription Term. If the review reveals that Customer has exceeded the authorized use permitted by the Order Form or Agreement, Customer will pay all unpaid or underpaid charges.

5. Precedence. The descending order of precedence is: third party license terms contained in Section 2 of these terms; the Fees Schedule; the terms contained herein; and the Agreement.
Exhibit A:
Power BI Service
Service Level Agreement

This Exhibit A sets forth the operational standards, support, and response standards provided by Thomson Reuters to Customer for the Power BI Service during the Subscription 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 herein, if Thomson Reuters makes any change to the Service Level Agreement that affects Customer in a material and adverse manner, Customer may terminate the Power BI Service within 60 days after the date Customer is notified in writing of such change.

1. OPERATIONAL STANDARDS; MAINTENANCE SCHEDULE
1.1 Availability. Except for the scheduled and unscheduled maintenance periods set forth in Section B1.2 and B1.3, the Power BI Service is available for online processing 24 hours a day, 7 days a week.

1.2 Scheduled Maintenance. If necessary, the Power BI Service may be taken offline for maintenance during the following times:
• Major Scheduled Maintenance: Saturday 8:00 am to Sunday 8:00 am Pacific Time
• Minor Scheduled Maintenance: every day from 9:00 pm to 12:00 am Pacific Time

1.3 Unscheduled Maintenance. If the Power BI Service becomes unavailable and requires unscheduled maintenance, Thomson Reuters shall attempt to post a notice of the unscheduled maintenance on the web pages available to Customer.

2. SUPPORT
Customers can create a support service request through the Thomson Reuters Customer Portal at https://customerportal.ThomsonReuters.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”):
• For customers supported by Thomson Reuters’ North American Support Team: Monday – Friday 6:00 am to 5:30 pm Pacific Time, excluding US holidays.
• For customers supported by Thomson Reuters’ EMEA Support Team: Monday – Friday 8:00 am to 6:00 pm GMT, excluding UK holidays
Customers assigned to support by one team cannot avail themselves of support by the other team during off hours without purchasing an expanded maintenance package or paying for ad hoc emergency after hours support on a time and materials basis.

2.1 Frontline (Tier 1) Client Support
• Service requests are assigned to the appropriate support analyst.
• Front line 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 Escalated (Tier 2) Client Support
If the service request cannot be resolved by the support team or the problem is determined to be an issue (e.g., software issue or enhancement request), the service request will be referred/assigned to the appropriate development team for additional assistance.
• 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.

Rev July 2020
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 (A crisis impacts the customer’s ability to conduct business and no procedural workaround exists. The system or application may be down.)</td>
<td>Within 1 hour (during Thomson Reuters’ Business Hours) of initial notification.</td>
<td>Continuous good faith efforts until the problem is resolved or a reasonable workaround is achieved</td>
</tr>
<tr>
<td>High (A high impact problem indicates significant business impact to the customer. The program is usable but is severely limited.)</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 (A moderate impact problem or default support involves partial, non-critical functionality loss or a reasonable workaround to the problem has been provided. A &quot;fix&quot; may be provided in a future release.)</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 Power BI 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 (A low impact problem is a &quot;how to&quot; or an advisory question.)</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 Power BI Service according to the 3E Data Insights user documentation provided by Thomson Reuters to Customer. Except as may be set forth in the Order Form, 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’ obligations hereunder shall extend only to the latest major release of the Power BI Service. Thomson Reuters does not provide support or upgrades for any customizations, integrations or configurations developed by Thomson Reuters as part of implementation or development services provided to Customer.

4. UPDATES

Updates for the Power BI Service will be provided during the Subscription Term at no additional charge. The Updates will be deemed part of Power BI 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 to the Power BI Service will be applied to the most recent version and not previous versions.

5. TRAINING & SUPPORT MATERIALS

Various reference materials are available in electronic format via the online help pages available for the Power BI Service. In addition, Thomson Reuters may provide various training sessions for Customer’s internal users.