

SUPPORT GUIDE

Causaly may provide customer support to Client, whether via email (SUPPORT@CAUSALY.COM) or via the in-app chat function, involving either (a) common technical support (including, without limitation, answers to questions regarding account set-up or password recovery) or (b) basic common use support (including, generic information on how to use the search functionalities) ("**Basic Support**"). Basic Support shall be a level of support which is reasonably appropriate to the nature of any issues occurring during normal business hours (EU, UK and US time). It is provided at no additional charge to the Client and will be considered Confidential Information under the Agreement.

The Client shall cooperate reasonably with Causaly to provide Basic Support and shall give to Causaly reasonably detailed descriptions of issues and updates on the performance of the Causaly Service. For the avoidance of doubt, Basic Support does not include, without limitation (a) bespoke customer support, (b) project-based research support or (c) the development of search strategies for targeted or systematic searches or reviews.