Ask the Analyst - Service Level Agreement

Ask the Analyst is a bespoke service provided free to all subscribers at no additional cost. The service allows you to address your questions direct to our team of journalists and analysts, who will get back to you personally with the information you need. This document outlines the service you can expect to receive when using the Ask the Analyst service.

1. Available Time
   1.1 The amount of time spent on each query will be based on our reasonable usage policy (see item 7, below).
   1.2 If the amount of time required to answer an enquiry exceeds that available under the reasonable usage policy, we will discuss optional arrangements with you.
   1.3 We cannot always guarantee the same amount of time can be spent on each request.
   1.4 Enquiries requiring more than three hours of analyst time may be turned down, or divided into sub-projects.

2. Submission of Request
   2.1 We request that enquiries be submitted by email in all cases. Discussion of queries by telephone is only possible at the analyst’s discretion.

3. Quality of Response
   3.1 While the information provided in Ask the Analyst responses is compiled with skill and care, we accept no liability for any consequences of your use of or reliance on any information we provide.

4. Response Time
   4.1 An acknowledgement of receipt will be sent to the enquirer within 1 working day. Most queries will be completed within five to seven working days.
   4.2 On occasions it may not be possible to respond fully within this time frame, particularly if the request is more ‘niche’ in nature and/or requires the attention of a specialist who is not immediately available. We will advise at the earliest opportunity if this is the case.
5. **Qualifying for Service**

5.1 The Ask the Analyst service is available to customers who:

5.1.1 are current subscribers to the relevant Informa subscription service which has not expired or been terminated

5.1.2 have paid in full for their subscriptions

5.1.3 are not exceeding the terms of the reasonable usage policy.

5.2 Please note that the Ask the Analyst service is available only to the named individual who holds the relevant subscription.

5.3 Informa Agra reserves the right to decline any request which, in its view and its sole discretion, is not substantially related to the core coverage and area of expertise covered by the publication to which the enquirer subscribes.

6. **General**

6.1 The Ask the Analyst service is provided on a non-exclusive basis.

6.2 The information resulting from any request for research may be used to add to the news and analysis content of our products and/or services.

6.3 Copyright in all information generated in response to an Ask the Analyst query remains the property of Informa and is licensed to you on the same terms as your subscription.

6.4 When using information provided in Ask the Analyst responses, subscribers should attribute the information using the following text:

“Source: Ask the Analyst service by Informa Agra”.

7. **Reasonable Usage Policy**

7.1

<table>
<thead>
<tr>
<th>Licence type</th>
<th>Standard subscription</th>
<th>Premium subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly usage* in hours (on average in any year)</td>
<td>Up to 3 hours</td>
<td>Up to 12 hours <em>(Additional time depending on available analyst hours, requests for larger projects will be considered)</em></td>
</tr>
<tr>
<td>Annual usage* in hours</td>
<td>No more than 36 hours per year</td>
<td>Up to 144 hours per year</td>
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*These figures relate to hours of Analyst time

7.2 This service level description and the reasonable usage policy are subject to change at Informa’s sole discretion and subscribers will be notified (by email) in advance of any change.