

**INSTRUCTIONS FOR CANADIAN LAW ENFORCEMENT AGENCIES WHEN SERVING
SUBPOENAS, PRODUCTION ORDERS, COURT ORDERS, AND SEARCH WARRANTS ON
CONVERA CANADA ULC ("CONVERA").**

These instructions are for Canadian law enforcement agencies only. They do not apply to civil actions or civil production orders. Service of process for civil matters must be made pursuant to the rules in the jurisdiction in which the matter is pending. **Service of process for civil matters is not accepted at the email listed below.**

Production orders, subpoenas, court orders, and search warrants (collectively referred to as "subpoenas") from federal, province, territory and local law enforcement agencies in the Canada requesting records must name "Convera Canada ULC" and may be served by emailing a signed PDF copy of the subpoena to complianceinvestigations@convera.com.

Alternatively, they may be mailed to:

Convera Canada ULC
General Counsel's Office – Litigation
Scotia Plaza
100 Yonge Street, Suite 1500
Toronto, ON
M5C 2W1

All subpoenas must be accompanied by the full name, title, mailing address, email address, phone number of the person and/or entity issuing the subpoena and the full name, title, mailing address, email address, phone number and facsimile number of the person to whom documents should be sent. Without this information, Convera is unable to process subpoenas.

Convera typically fulfills subpoenas within 30 days after receipt, however, response times may vary depending upon the scope of the subpoena and the types of records requested.

Further, Convera reserves the right to object to subpoenas that are overbroad, burdensome, vague or implicate privacy, privilege or other legal concerns.