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## CONTACTING SUPPORT – LEGAL

If, after reasonable efforts, the customer's internal support organization is unable to diagnose or resolve problems or issues, the Customer can contact Customer Support via the methods listed below. Customer Support requires that the customer provide reasonable and necessary access (e.g., returns access to repository files, log files, or database extracts) to appropriately troubleshoot and provide issue resolutions.

PHONE	
US/Canada Toll Free	+1 800-327-8829
Global Toll	+1 312-479-9651
UK Toll	+44 (0) 20 3788 3125
<b>Press 2: Legal Products</b>	
	Press 1: Westlaw, Practical Law, and Clear
	Press 2: Legal Tracker
	Press 1: Law Firm Users
	Press 2: Company Users
EMAIL	
Legal Tracker	legaltracker-support@thomsonreuters.com

To avoid confusion, any mention of the term *business hour* in this document refers to an hour that takes place during the support hours for the applicable Thomson Reuters Customer Support site as shown in the table under the Support Hours section in the [Guide to Customer Support](#) document, and the term "business day" means Monday through Friday, excluding applicable holidays.

## CONTACTING SUPPORT – ONESOURCE

If, after reasonable efforts, the customer's internal support organization is unable to diagnose or resolve problems or issues, the Customer can contact Customer Support via the methods listed on our [Support site](#). Customer Support requires that the customer provide reasonable and necessary access (e.g., access to repository files, log files, or database extracts) to appropriately troubleshoot and provide issue resolutions.

To avoid confusion, any mention of the term *business hour* in this document refers to an hour that takes place during the support hours for the applicable Thomson Reuters Customer Support site as shown in the table under the Support Hours section in the [Guide to Customer Support](#) document, and the term "business day" means Monday through Friday, excluding applicable holidays. The Support Hours section within the Thomson Reuters Support site notes any exceptions or additional details.

For Critical or High Priority issues that arise outside of Support Hours, please use [Customer Center](#) to create a case with the appropriate Priority selection as described in the [Priority Levels](#) section of this document.

## CONTACTING SUPPORT – ONESOURCE GLOBAL TRADE, POWERED BY INTEGRATION POINT

Customers must submit a case by emailing [integrationpoint@thomsonreuters.com](mailto:integrationpoint@thomsonreuters.com). If you need to contact the product ONESOURCE Global Trade, LATAM, please see the information provided under [Contacting Support - ONESOURCE](#).

PHONE	
Global Toll	312-479-9651 option 3,9,8
North America (US, Canada) Toll Free	800-327-8829 option 3,9,8
EMAIL	
ONESOURCE Global Trade powered by Integration Point	<a href="mailto:integrationpoint@thomsonreuters.com">integrationpoint@thomsonreuters.com</a>

For information about the current status of ONESOURCE Global Trade, Powered by Integration Point, details can be seen on the [Status Page](#).

## CONTACTING SUPPORT – RISK

If, after reasonable efforts, the customer's internal support organization is unable to diagnose or resolve problems or issues, the Customer can contact Customer Support via the methods listed below. Customer Support requires that the customer provide reasonable and necessary access (e.g., returns access to repository files, log files, or database extracts) to appropriately troubleshoot and provide issue resolutions.

PHONE	
US/Canada Toll Free	+1 800-327-8829
Global Toll	+1 312-479-9651
UK Toll	+44 [0] 20 3788 3125
Singapore/APAC Toll Free	+65 6407 4935
Japan Toll	+0120 36 3543
Japan Global Toll	+81 342 339 081
<b>Press 6: Risk Products</b>	
	Press 1: Regulatory Intelligence
	Press 2: Compliance Learning
	Press 3: ODEN
<b>Press 9: Non-English Languages</b>	
	Press 4: Japanese
EMAIL	
Compliance Learning	compliance.learning@thomsonreuters.com
Oden	odensupport@thomsonreuters.com
Regulatory Intelligence	regulatoryintelligence@thomsonreuters.com

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