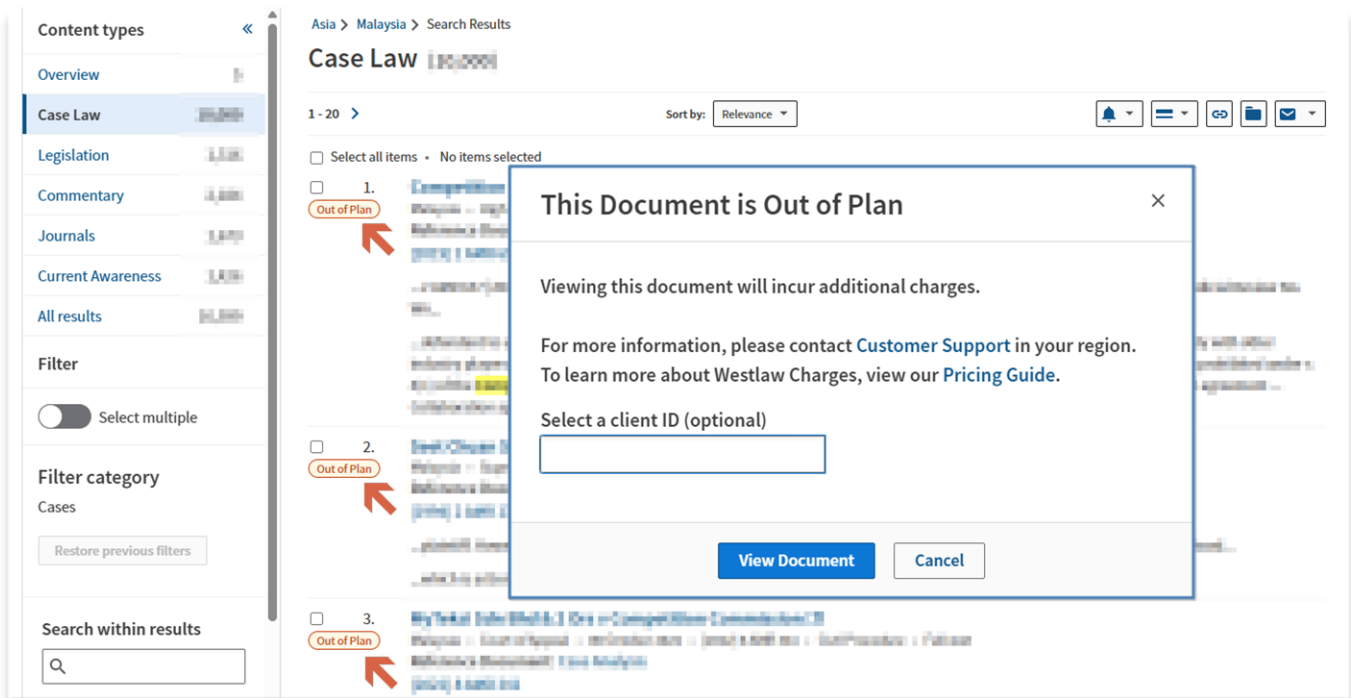


### What is Pay-Per-View (PPV)?

Pay-Per-View (PPV) is a service that allows you to access individual documents or content not included in your existing subscription. You pay a one-time fee for each document you choose to view.

### How does Pay-Per-View (PPV) work?

Pay-Per-View (PPV) enables you to purchase documents marked as “out of plan” on subscribed products. Once a document is selected, a pop-up message will prompt you to accept the PPV charge before proceeding to view it.



### What are the benefits of using Pay-Per-View (PPV)?

PPV offers flexibility by allowing access to specific documents without a full subscription, cost efficiency by paying only for what you need, and instant access to content outside your subscription.

### How can I turn off Pay-Per-View?

To block PPV access, please contact [Customer Support](#) for assistance.

## Purchasing and Payment

### How do I purchase a document through Pay-Per-View?

To purchase, click on a document marked as “out of plan.” A prompt will guide you through accepting the charge and completing your purchase.

### What payment methods are accepted?

Charges will be applied to your Thomson Reuters account and billed monthly. Payment methods are documented on your invoice (bank transfer and card payments [AMEX/Mastercard/Visa]) are available.

### Can I get a refund or cancel my purchase?

Refunds or cancellations are typically not available once a document is purchased, due to the nature of digital content. Please review document details before purchasing.

## Document Access and Viewing

### How do I access my purchased document?

- Purchased documents are accessible immediately after accepting payment. You can view them in your session and access them via the History tab on your platform.
- For both searches and documents, you access from your history, you will not be charged for accessing documents/search results again on the same day (until 2:00am).

### How long do I have access to my purchased document?

- Access is available during the session of purchase. You can print or save the document during your session through the following options:
  1. Use the save to folder function to retain access for up to 365 days, except for PDFs.
  2. If saved to an external drive, the document can be accessed indefinitely.
- If you choose neither of these options once you log out of Westlaw, the document will need to be repurchased.

### How long do I have access to a PDF attachment?

- A user can access the same PDF attachment within the same session as many times as they like. Once that session is ended and the user wants to access the same PDF again, they will be charged even if the PDF is saved in history or/and folders.
- If you are subscribed to U.S. dockets in Westlaw Classic, docket PDFs are charged each time you click on the link.

## Using Folders

### How do I save a document to a folder?

- There is no charge to save a document or text in a folder. Documents and text in a folder may be accessed at no charge for 12 months after the initial chargeable view. The initial chargeable view occurs the first time a document is viewed (in or out of the folder). Documents viewed in a folder after 12 months will incur the applicable transactional display charge for the document.

### Can I share folders within my organisation?

- There is no charge to share a folder within an organisation. Documents and text in a shared folder may be accessed at no charge for 12 months after the initial chargeable view within the organisation with whom the folder is shared.

### Can I share folders across organisations?

- There is no charge to share a folder with people outside an organisation. Outside your organisation, an initial chargeable view occurs the first time a document is viewed; it is charged according to the Thomson Reuters subscription plan of the person viewing the document. There is no charge for subsequent views within the following 12 months by anyone within an organisation with which the folder is shared.

## Technical Issues and Support

### What if I'm experiencing technical issues with Pay-Per-View?

- For technical issues, ensure your internet connection is stable, and your browser is up to date. [Contact us](#) if issues persist.

### What are the system requirements for using Pay-Per-View?

- Ensure a stable internet connection and use the latest versions of Chrome, Firefox, Safari, or Microsoft Edge with cookies and JavaScript enabled.

## Other Questions

### Is my personal and payment information secure?

- Yes, we use advanced encryption and security protocols to protect your information. We adhere to strict privacy policies.

### Can I purchase documents for someone else?

- Purchases are linked to your Thomson Reuters account and cannot be transferred. You may share printed or downloaded documents if allowed by your Thomson Reuters agreement.

### How can I check what is included in my subscriptions?

- For subscription details, please contact [Customer Support](#).

### What do I do if the same content is consistently accessed via PPV in my organization?

- If frequent PPV content access occurs, contact your Account Manager or [Customer Support](#) to discuss potential subscription options for cost efficiency.

### Are all international products available via Pay Per View?

Most international products are available via Pay Per View. There are some exceptions though.

When you click on a document with the 'out of plan' sash, a pop up will appear stating that either "the content is not authorised under your subscription agreement" or "you will need to contact your Account Manager to access this content". Depending on commercial and geographical content restrictions, Users may or may not be able to subscribe to these products. If you have more questions, please [contact us](#)

### How will I know if I am about to be charged for PPV content?

PPV allows you to search and browse most Westlaw content without being charged. As soon as you click on a document that is outside of your subscription, a pop up will appear requiring you to accept the PPV charge before you can proceed to the document.

## Looking for more information?

To sign into Westlaw International – MENA, visit <https://mena.westlaw.com>  
Research assistance or to request training, email [SSA.MENATrainers@thomsonreuters.com](mailto:SSA.MENATrainers@thomsonreuters.com)  
Training materials, visit <https://support.thomsonreuters.ae/product/westlaw-international-middle-east-and-north-africa>