

CompuLaw[®]
SERVICE & SUPPORT

*Helping you to maximize
your software investment*

Where You Come First

At CompuLaw, we strive to provide the best possible customer service for our clients. Our support staff makes every effort to ensure that our customers' questions are answered and any technical issues are resolved—as quickly as possible. We work hard to enable our clients to feel confident with our products

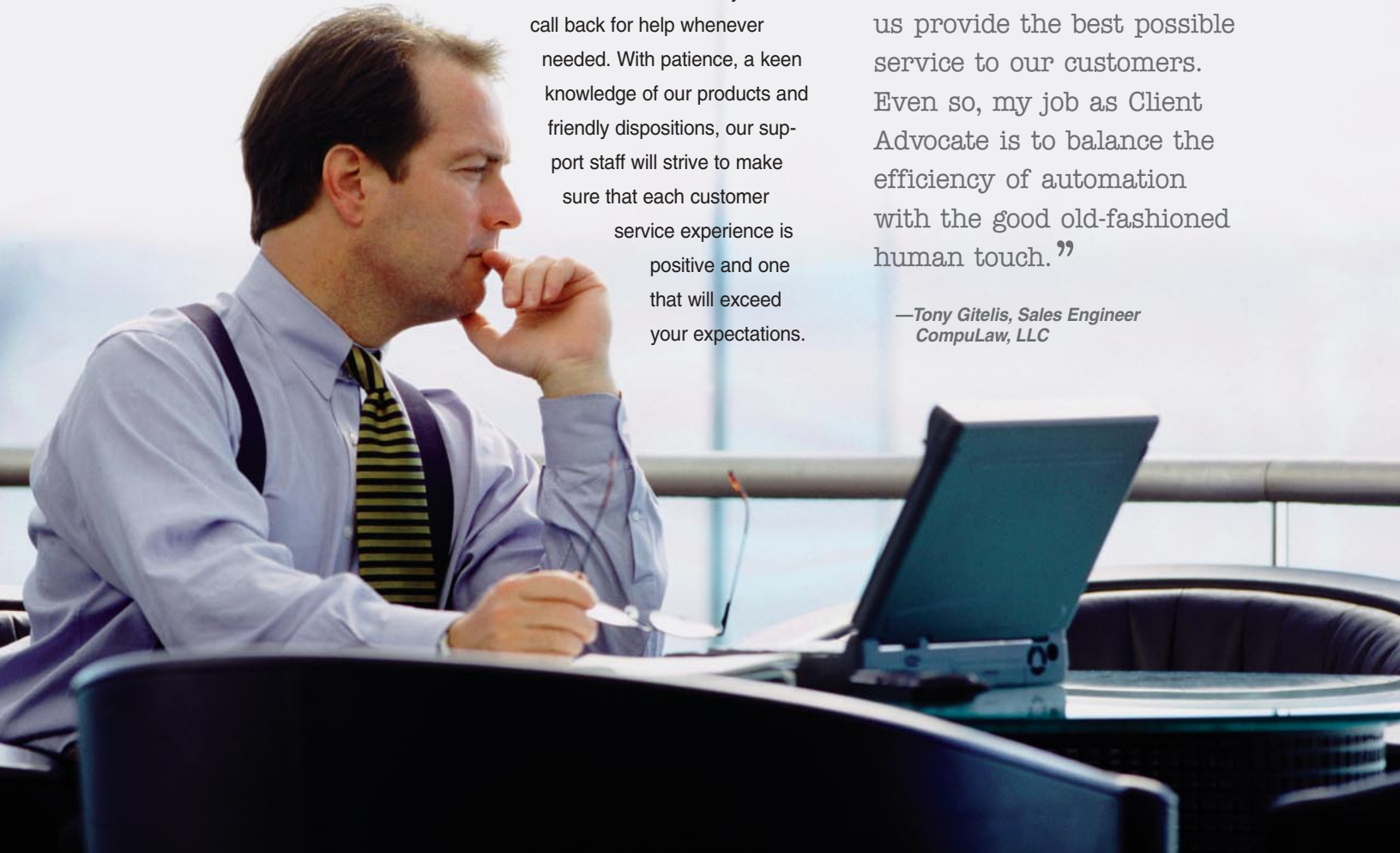
and services and secure that they can

call back for help whenever needed. With patience, a keen knowledge of our products and friendly dispositions, our support staff will strive to make sure that each customer

service experience is positive and one that will exceed your expectations.

“CompuLaw realizes that software users become frustrated when they need support but do not receive it. Our automated system tracks each call, from inception to resolution, helping us provide the best possible service to our customers. Even so, my job as Client Advocate is to balance the efficiency of automation with the good old-fashioned human touch.”

—Tony Gitelis, Sales Engineer
CompuLaw, LLC



CompuLaw[®]

“Thank you so much!
I really appreciate your
special attention—it is
always refreshing to see
a company and its
employees who really
care!”

—Ann McCluskey,
Ferruzo & Worthe

Technical Support with FREE Maintenance Releases and Program Feature Updates

CompuLaw service and support plans help ease your concerns about technical issues. An annual support plan, which is required with your initial purchase, entitles you to support and free program updates (which are not sold separately).

Our support staff is trained to provide you with step-by-step assistance with software features. Using state of the art technology, our technical support team can even view your CompuLaw software on their computer, just as you see it, in order to help you as quickly as possible.

With a CompuLaw service and support plan you receive:

- Access to trained support staff via our toll-free “800” phone numbers.
- Periodic program updates (CompuLaw typically ships multiple updates per year). Program updates are not sold separately.
- Maintenance updates.
- Discounts on product upgrades.



CompuLaw's support and support plan gives you free updates and technical support.

“Fireman’s Fund Staff Counsel, with 40 offices nationwide and 500 employees has been using CompuLaw for many years. I have also been impressed with the support we have received from the programmers and technicians at CompuLaw.”

— John Sowle, Fireman’s Fund
Insurance, IT Claims/Staff
Counsel Systems Engineer

Installation Assistance

In most instances, our customers install their CompuLaw software with ease. If assistance is needed, CompuLaw technicians are available to answer your standard installation questions. If CompuLaw’s software is installed in large-scale networks or with mixed operating systems, CompuLaw recommends installation by a certified Microsoft® or Novell® engineer for the CompuLaw software installation.

CompuLaw is available to assist in many instances. CompuLaw can provide a technician to assist you, on-site. Please call for pricing, which includes an hourly fee plus related travel reimbursement.

Users with service and support plans can contact technical support Monday to Friday, 6:30 am to 5:00 pm Pacific Time. For a list of classes visit www.compulaw.com or call 800-444-0020.

Training Services

Training is a key component in ensuring that you realize the maximum benefit from your investment in your CompuLaw software.

CompuLaw offers a variety of training options, designed with your convenience in mind. These options range from on-site visits to your office, training classes at CompuLaw's offices to training via the Internet. "Face to face" training sessions are designed to accommodate up to four trainees per session.

Training via the Internet can be scaled to accommodate one person at one location or multiple people in multiple locations simultaneously—up to eight trainees per session.

Internet-Based WEBEX Training Seminars

CompuLaw offers WEBEX training seminars- one-hour sessions designed to focus on certain features or product modules in both Vision and Vision Basic. Please note these sessions are not meant to replace the comprehensive and custom on-site training designed for new installations.

There is a fee for each registrant person who attends the WEBEX training session. Registration requires prepayment for the class and a signed training agreement. Payment can be made via check or credit card prior to your training date.

Each of these classes has a limitation of eight students, and scheduling will be on a first confirmed payment basis.

For a complete listing of a available classes, please go to www.compulaw.com or contact CompuLaw's sales department at 800-444-0020.

"What a marvelous trainer we had for our WEBEX Training Seminar. The session was informative and addressed our questions, needs. Our trainer had an excellent knowledge of the product and its real life application. And she was fun!"

*— Debra A. Thomas, IT Administrator,
Phillips, Lytle, Hitchcock, Blaine
and Huber LLP*

Calendar and Docket Consulting Services

As you prepare to implement CompuLaw's calendar and docket software, questions arise regarding calendaring procedures: Should you have centralized or de-centralized calendaring? What qualifications should the calendar and docket person possess?

What software access rights should you extend to attorneys, paralegals, clerks, etc? These are typical questions that require serious consideration.

CompuLaw's in-house, calendar/docket experts draw on their years of experience from "the inside" of law firms as well as their experience attained while helping firms of many sizes and specialties across the country. Our expertise can be invaluable in helping you determine the best possible internal calendaring procedures, considering your firm's size, type of practice, culture etc.

Data Conversion Services

CompuLaw's programming/systems development department is available to help you with your data conversion needs.

Pricing is offered on a case-by-case basis, based on an examination of your originating database.

CompuLaw Technical Support is open **Monday-Friday 6:30 am to 5:00 pm** Pacific Time. Call toll-free: **800-444-0215**.



Learn to use CompuLaw via training classes, on-site visits or by the Web



“Just wanted to let you know that your Tech Support is phenomenal — [one of your representatives] babysat me through a problem at a client’s office last Friday and never ran out of patience with me.”

—Kenna Snowden,
Snowden Office Solutions

Participants in CompuLaw’s Support and Maintenance Program can contact technical support Monday through Friday 6:30 am to 5:00 pm Pacific Time.

A list of training classes is available online or by calling CompuLaw’s sales department at 800-444-0020.

CompuLaw[®]
The Court Rules CompanySM

(800) 444-0020
www.compulaw.com

All information contained herein is subject to change without prior notice. CompuLaw[®] is a registered trademark of CompuLaw LLC. U.S. Patents 7,171,416 and 7,302,433 and Australian Patent 2002330911. Other U.S. and foreign patents pending. Copyright © 2008 CompuLaw LLC, all rights reserved.

Protect your clients. Protect your firm. Use CompuLaw.SM