



LawStream™

Integrated Practice Management
for Law Offices

LawStream Support Policies

Introduction

This paper specifies policies for support offered by PowerSoft Innovations Corporation (“PowerSoft”) for users of LawStream. In the event of any discrepancy between this definition of the policies and any other reference to the support policies offered by PowerSoft for LawStream, the policies specified in this document shall prevail.

Currency of Support Entitlement

Users of LawStream who:

1. are within the first twelve months of the delivery of LawStream to them, or
2. have paid their current support fees within the twelve months preceding a request for support,

are called Registered Users in these policies, and are entitled to Normal Support as specified in this document.

Goal of Support, and Framework for Enhancements

The goal in providing support is to ensure that all users get information necessary to make the best use of LawStream with the resource and reference materials available. Because of the rapid development and continuing enhancement of LawStream, those materials cannot always be kept up-to-date. Many materials are already available as resources that have been used by LawStream users. Therefore, support for LawStream can be accomplished most effectively and efficiently by a combination of continued enhancement of materials prepared specifically for LawStream, and reliance on materials that have already been prepared for LawStream (with the understanding that some windows and reports in LawStream will look similar to, but not exactly the same as, the corresponding windows and reports in LawStream).



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Normal Support

PowerSoft shall provide the following services as Normal Support to Registered Users:

- a) describe techniques required for solving problems caused by user errors in data entry;
- b) provide access to the Reference Materials for LawStream;
- c) respond to specific questions involving specified transaction-types, by providing direction to relevant LawStream reference materials (including any applicable LawStream reference materials available to LawStream users) or by sending email replies with short descriptions of the necessary procedures to accomplish the tasks mentioned in such questions;
- d) to the extent that the LawStream reference materials (including any applicable LawStream reference materials available to LawStream users) do not provide adequate guidance on any particular area of use of LawStream: offer detailed support (first by email, and then by telephone if necessary) to assist LawStream users with such areas.

Protocol for Normal Support

I. All LawStream users shall first rely on the Reference Materials, where those Reference Materials are the following resources and related materials, as issued and enhanced from time to time by PowerSoft:

- all materials currently available (with any modifications, enhancements and additions that might from time to time be offered) on the LawStream web site for LawStream users, including the LawStream and LawStream Users' Areas of the LawStream/LawStream bulletin board, the LawStream manual, PowerSoft Productivity Podcasts, and individual reference materials);
- tool-tips relating to individual fields and windows in LawStream;
- context-sensitive help through "Info" pages embedded within the LawStream help system;
- other information in the LawStream help system; and
- the LawStream Introductory Manual, provided as a document accessible in LawStream's built-in word processor, with the LawStream training data base.



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2. Whenever the Reference Materials do not provide adequate guidance in any particular function or feature of LawStream, LawStream users should review the information available in the LawStream Bulletin Board, to see if answers are available on that Bulletin Board. Information on the Bulletin Board may extend beyond the scope of answers available through normal LawStream support channels, and LawStream users are encouraged to exchange information about their use of LawStream.
3. When a solution a to specific request is not available in the Reference Materials or Bulletin Board, users may seek information about that function or feature by submission of a support request form through the LawStream web site. Users may also submit inquiries by delivery of email messages or fax, with the understanding that support personnel will give priority to inquiries submitted through the web forms, over inquiries submitted by email or fax.
4. Although telephone support can be effective in some circumstances, PowerSoft has found that in most cases it is easier to schedule support personnel time, and to communicate information effectively, if inquiries and responses are communicated by email or fax rather than by telephone. In those instances where PowerSoft considers it necessary or advisable to provide direct (phone or online chat) contact for support, arrangements may be made for users to schedule telephone conferences or online chats (e.g., iChat) with PowerSoft.



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Extra Support

Normal Support is limited in the manner noted in these policies, and is offered without charge to Registered Users. Support beyond Normal Support (and any other assistance offered by PowerSoft to LawStream users) is Extra Support. Extra Support may be offered on occasion, but only at the discretion of PowerSoft, and for fees determined and paid prior the delivery of such Extra Support. Extra Support may include (but is not necessarily limited to) the following:

- reviews of information already contained in the Reference Materials;
- correction of errors caused due to incorrect data entry or other improper use of LawStream;
- any work relating to network configuration;
- delivery of replacement software (apart from normal upgrades to those users who are entitled to such upgrades).

Assistance in connection with such areas (and any other assistance outside the scope of Normal Support that might be provided by PowerSoft) may be provided, but only at the discretion of PowerSoft, and for fees determined and paid prior to the delivery of the Extra Support in these policies.

Protocol for Extra Support

Extra Support shall be initiated on the mutual agreement of PowerSoft and the person requesting such support. PowerSoft shall have no obligation to provide any support to any user of LawStream who is not a Registered User. PowerSoft may, at its discretion, offer Extra Support to a such a person who is not a Registered User. PowerSoft shall use its best efforts to provide Extra Support to Registered Users, but subject to the availability of resources to provide such support, and subject to the priority