

Frequently Asked Questions

LexisNexis® Practice Management Annual Maintenance Plan

Policy Revision**

Q. What is the new policy being announced?

Effective May 1, 2010, software customers without an active subscription to a LexisNexis® Practice Management Annual Maintenance Plan (AMP) applicable to Time Matters®, Time Matters Browser Edition, Billing Matters® and PCLaw™ will be charged an AMP reinstatement fee if they wish to subscribe to the AMP program in order to receive software maintenance and support for those products.

The reinstatement fee will apply to customers who allow their AMP to expire as well as those who have not previously subscribed to an AMP. The reinstatement fee will be based on the number of months between AMP expiration or the software license order and AMP renewal or adoption. **A grace period will be offered to all current software customers permitting them to renew or order AMPs without a reinstatement fee through April 30, 2010.**

Q. What does an AMP include?

An AMP provides LexisNexis Practice Management customers with up-to-date software, the latest features and functionality and direct access to the high-quality, reliable support and training customers need to ensure their business-critical practice management software is operating smoothly.

By ordering an AMP, a customer will receive access to:

- New Software Upgrades (Major and Minor)—allowing you to take advantage of the newest product features and enhancements during the term of your plan.
- Scheduled Service Releases (Service Pack)—ensuring your software is always up-to-date and running smoothly.
- Corrective Content (HotFix) —addressing a high severity defect (1 or 2) rapidly should it occur
- *Anytime Training*—giving you access to on-demand, highly interactive web-based training— 24/7. Get answers to your “how to” questions quickly, learn at your own pace and at your convenience.
- Telephonic Technical Support—providing you with access to our technical specialists and customer support call center Monday – Friday 8 a.m. – 8 p.m. EST, (excluding company holidays) for assistance with the diagnosis and resolution of software performance issues.
- Online Documentation—enabling you to quickly access a wide range of product documentation and self-help resources.

Q. Why is LexisNexis making this change?

The design of the AMP reflects best practices in the software industry. Industry best practices have demonstrated that a complete solution for maintaining business critical software represents the most effective way to meet the majority of customer needs. Experience has shown LexisNexis that customers with AMPs have significantly higher satisfaction than those that do not have AMPs.

The speed of software evolution, the rate of software changes and the number of new applications and features being developed continues to accelerate. It is critical that customers have availability of a total solution to address their software needs which is more cost-effective and efficient than buying services piece-meal.

Q. What are the benefits of having an AMP and why do I need it?

An AMP is the most cost-effective way to manage your software over the long term. It helps you avoid high transactional fees and long waits for service if you don't have a plan, ensuring your costs are predictable and manageable. More importantly it provides you with investment protection for your software and ensures your software is current.

An AMP benefits you by providing:

- New versions of software that provide your firm with the latest features and functionality to lower costs, improve client service, help you expand your business and maintain a competitive advantage
- Software updates to lengthen the useful life of your software technology and boost your original return on investment
- Fast and efficient software support to resolve issues quickly and ensure business continuity and access to day-to-day operations while freeing up your internal resources,
- Predictable and manageable service and maintenance costs that reduce the risk of downtime for your business and loss of credibility with your customers
- Training to ensure end users are maximizing the value of the software

As an industry leader, LexisNexis consistently evolves and develops our products – with an AMP you can take full advantage of our investment in innovation and keeping your infrastructure up-to-date with leading technology.

Q. What products are impacted by this policy change?

Time Matters®, Time Matters Browser Edition, Billing Matters® and PCLaw™

Q. Will I be able to continue to have access to LexisNexis support through my CIC if I do not have a current AMP?

CICs will only be able to contact LexisNexis Technical Support Centers to obtain technical support assistance for clients who have a current AMP.

Q. How are support issues resolved if I have an AMP?

LexisNexis is committed to providing quality technical support to our customers and over the past year we have made a significant investment in technical support resources and processes to improve our customers' experience. We have improved technical support staff training and certification processes. In addition, a number of automated tools are available for use by our technical staff to facilitate efficient problem resolution. Recent survey results indicated that first call resolution was accomplished in four of five telephone calls for Time Matters and PCLaw technical support. Customer satisfaction ratings for such support were near 90%.

Q. What are the AMP fees/ How do I order an AMP?

To be eligible for an AMP, customers shall be required to meet one of the following criteria:

- **Ordering a software license for the first time (reinstatement fee is not applicable)**
- **Renewing an existing AMP prior to expiration of the AMP term (reinstatement fee is not applicable)**
- **Reinstating an AMP that has previously lapsed (reinstatement fee is applicable after the expiration of the grace period)**
- **Ordering an AMP for the first time, after having subscribed to a software product (reinstatement fee is applicable after the expiration of the grace period)**

The current fee schedule, subject to change by LexisNexis, is as follows:

Annual AMP fee	Time Matters	TM with Billing Matters	PCLaw
First user	\$350.00	\$560.00	\$350.00
Additional users	\$150.00	\$240.00	\$80.00

If a reinstatement fee is applicable, it will cover the period of time commencing when the software was ordered without an AMP or the customer's AMP lapsed until the date on which the customer wishes to join or rejoin the AMP Program. This reinstatement fee shall be applied in addition to the fee for the new AMP term. The reinstatement fee shall be calculated as follows:

- For customers reinstating their AMP subscription **less than two years** since the previous AMP term lapsed (or having ordered the product without an AMP less than two years ago), the reinstatement fee will be based on a combination of the number of months since the previous AMP subscription expired and the number of users

*(# whole calendar months since AMP lapsed) * (# of users) * (monthly AMP reinstatement fee)*

The current monthly AMP reinstatement fee, subject to change by LexisNexis, is as follows:

AMP reinstatement fee (less than 2 years since the previous AMP lapsed)	per user per month	annual value
Time Matters	\$12.50	\$150.00
Time Matters with Billing Matters	\$20.00	\$240.00
PCLaw	\$6.67	\$80.00

- For customers reinstating their AMP subscription **two years or more** since the previous AMP term lapsed (or having ordered the product without an AMP two or more years ago), the reinstatement fee will be a flat rate based on the number of users

AMP reinstatement fee (2 years or more since previous AMP lapsed)	per user
Time Matters	\$400
Time Matters with Billing Matters	\$700
PCLaw	\$400

Example A:

- A customer has 5 Time Matters users and their AMP expired October 31st 2009. The customer reinstates their AMP on May 11th 2010. The reinstatement fee shall be:**

# whole months since AMP lapsed	# users	per user monthly AMP reinstatement fee	reinstatement fee
6	5	\$12.50	\$375.00

In addition, the customer shall also subscribe to a new AMP for 5 users, at a list fee of \$950.00.

- Example B:**

A customer has 10 PCLaw users and their AMP expired January 31st 2010. The customer reinstates their AMP on June 21st 2010. The reinstatement fee shall be:

# whole months since AMP lapsed	# users	per user monthly AMP reinstatement fee	reinstatement fee
4	10	\$6.67	\$266.80

In addition, the customer shall also subscribe to a new AMP for 10 users, at a list fee of \$1,070.00.

In the examples A and B above, if the customer has previously ordered a software product and did not subscribe to an AMP, the reinstatement fee shall be calculated from the date of software order.

- **Example C:**

A customer has 8 PCLaw users and their AMP expired March 31st 2008. The customer reinstates their AMP on July 12th 2010. The reinstatement fee shall be:

# users	per user AMP reinstatement fee	reinstatement fee
8	\$400.00	\$3,200.00

In addition, the customer shall also subscribe to new an AMP for 8 users, at a list fee of \$910.00.

- **Example D:**

A customer has 5 Time Matters users since ordering the product on January 29th 2007. The customer joins the AMP program on May 26th 2010. The reinstatement fee shall be:

# users	per user AMP reinstatement fee	reinstatement fee
5	\$400.00	\$2000.00

In addition, the customer shall also subscribe to a new AMP for 5 users, at a list fee of \$950.00.

Individual circumstances vary, so if you have questions, please consult with your CIC, call us at 800.328.2898, email us at pmsales@lexisnexis.com or visit www.pm.lexisnexis.com/store

Q. What happens if I don't subscribe to an AMP?

If you allow your current AMP contract to expire or choose not to subscribe to an AMP, you will not be able to access Telephonic Technical Support or receive new software releases. In addition, Anytime Training will not be available without an active AMP. AMP subscribers are able to access Anytime Training from LexisNexis 24/7 (this on-demand, web based software information source is located at www.lexisnexis.com/university). AMP subscribers are also able to receive other periodic product notices and information from LexisNexis. Without an AMP subscription you could end up paying more in transactional costs and risk an interruption to your business.

Q. Will I be able to access Telephonic Technical Support without an AMP?

No, access to Telephone Technical Support is limited to those customers with a current AMP subscription.

Q. Why are you charging for access to software releases that fix known problems with a product?

LexisNexis software products are licensed on an as-is basis, with a limited warranty period within which customers may return the product and request a refund if the software is non-conforming. After the end of the warranty period, customers will only be entitled to software maintenance and support if they have an active AMP.

Transition to the new policies will be implemented in 2 phases:

Customer Access to Software Releases	Phase 1 May 1, 2010		Phase 2 v11 Product Release	
	AMP	Non-AMP	AMP	Non-AMP
1. Major	•		•	
2. Minor	•	•	•	
3. Service Pack	•	•	•	
4. HotFix	•	•	•	•

Customers with an active AMP subscription shall be eligible to receive all software releases.

Customers without an active AMP subscription shall have restricted access to software releases. In Phase 1 non-AMP customers shall be entitled to Minor, Service Pack and Hot Fix releases. In Phase 2 non-AMP customers shall be entitled to Hot Fix releases only, limited to the two prior releases of the then-current version of the software.

Q. How do customers add additional user licenses to the AMP Program?

Customers who order additional software licenses following an initial subscription shall have the additional users automatically enrolled into the AMP Program and these additional users' AMP subscriptions shall co-terminate with the customer's existing AMP. The cost of the pro-rated AMP fee for the additional users shall be additional to the cost of the software licenses. The customer shall be charged a pro-rated AMP Program fee based on the number of additional users and the number of months remaining in the then-current AMP term

*(# whole calendar months until existing AMP expiration) * (# of additional users) * (monthly AMP fee)*

Example E:

A customer ordered 7 Time Matters licenses November 15th 2009 and also joined the AMP Program. They would now like to order an additional 2 licenses on July 23rd 2010. The AMP term for their original order will expire November 30th 2010. The pro-rated AMP fee for the additional 2 users shall be:

# whole months until existing AMP expiration	# additional users	per user monthly AMP fee	pro-rated AMP fee for additional users
4	2	\$12.50	\$75.00

This customer's AMP shall expire for all 9 users November 30th 2010.

****Revised February 1, 2010, all information subject to change by LexisNexis.**

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