

Frequently Asked Questions

Annual Maintenance Plan — PCLaw™

Policy Revision* (Canadian Customers Only)

Q. What is the new policy being announced?

Effective July 1, 2010, customers without an active subscription to an Annual Maintenance Plan (AMP) for PCLaw™ will be charged a reinstatement fee upon re-joining the AMP plan.

The reinstatement fee will apply to both customers who allow their coverage to expire as well as those who have not previously purchased an AMP, and will be based on the number of months between AMP expiration or software licence purchase and AMP renewal or adoption. **A grace period will be allowed for all customers to renew or purchase AMPs through June 30, 2010.**

The reinstatement fee will cover the period of time from when the customer's AMP lapsed and the date on which the customer wishes to rejoin the AMP Program. This fee shall be applied in addition to the price of the new AMP term:

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

Q. What does an Annual Maintenance Plan include?

An Annual Maintenance Plan provides customers with up-to-date software, the latest features and functionality, direct access to high-quality, reliable support, and interactive self-paced training to ensure their business-critical practice management software is operating smoothly.

By purchasing an Annual Maintenance Plan, customers get access to:

- New Software Upgrades (Major and Minor)—allowing them to take advantage of the newest product features and enhancements during the life of the plan.
- Scheduled Service Releases (Service Pack)—ensuring the software is always up to date and running smoothly.
- Corrective Content (HotFix)—addressing high severity defects rapidly should they occur.
- Telephonic Technical Support—providing access to technical specialists and the customer support call centre from Monday to Friday, from 8 a.m. to 8 p.m. Eastern, excluding major holidays, for assistance with the diagnosis and resolution of software or performance issues.
- Online Documentation—enabling quick access to a wide range of product documentation and self-help resources.

Q. Why is LexisNexis making this change?

Over the last several years, LexisNexis has been moving to align our product portfolio pricing, licensing and business model with industry best practices to improve the quality and consistency of our customers'

experience.. The design of our Annual Maintenance Plan is based on best practices in the software industry as well as direct feedback from our customers, which has proven that a complete solution for maintaining business critical software represents the most effective way to meet the majority of customer needs. Experience has shown that customers with annual maintenance plans have significantly higher satisfaction than those that do not. This revision to our policy will also standardize our AMP pricing to be consistent across product versions.

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 businesses have a total solution to address their software and one which is more cost-effective and efficient for customers than buying services piece-meal.

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

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

An AMP benefits customers by providing:

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

As an industry leader, LexisNexis consistently evolves and develops its products. With an AMP, customers can take full advantage of our investment in innovation and keep their infrastructure up to date with leading technology.

Q. Can my CIC get tech support from LexisNexis if I do not have AMP?

No, CICs can contact LexisNexis Technical Support Centres in order to provide technical support assistance only to clients who have current AMPs.

Q. How quickly are support issues resolved?

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, and developed a number of automated tools that could be used by our technical staff for problem resolution. As a result, PCLaw First Call Resolution stands at 4 out of 5 calls being resolved at the first call with a customer satisfaction rating near 90%.

Q. What is the pricing? / How do I order an AMP?

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

1. Purchasing a software license for the first time
2. Renewing an existing AMP
3. Reinstating an AMP that has previously lapsed
4. Purchasing an AMP for the first time, after having purchased a product

The list price schedule shall be as follows, subject to change by LexisNexis:

Annual AMP fee	PCLaw
First user	\$460.00
Additional users	\$140.00

Individual circumstances vary, so please consult with a CIC, call us at 1-800-328-2898 or email us at lbosales@lexisnexis.com.

The reinstatement fee will cover the period of time from when the customer's AMP lapsed and the date on which the customer wishes to rejoin the AMP Program. This fee shall be applied in addition to the price of 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:

$$(\# \text{ whole calendar months since AMP lapsed}) * (\# \text{ of users}) * (\text{monthly AMP reinstatement fee})$$

The monthly AMP reinstatement fee shall be as follows, and subject to change by LexisNexis:

AMP reinstatement fee (less than 2 years since previous AMP lapsed)	per user per month
PCLaw	\$10.00

- For customers reinstating their AMP Subscription **two years or more** since the previous AMP term lapsed

AMP reinstatement fee (2 years or more since previous AMP lapsed)	per user
PCLaw	\$250

Example A:

A customer has 10 PCLaw users and their AMP expired February 28, 2010. The customer reinstates their AMP on July 21, 2010. The reinstatement fee shall be:

# whole months since AMP lapsed	# users	per user monthly AMP reinstatement fee	reinstatement fee
4	10	\$10	\$400.00

In addition, the customer shall also purchase a new AMP for 10 users, at a list price of \$1,720.00.

Example B:

A customer has 8 PCLaw users and their AMP expired February 28, 2010. The customer reinstates their AMP on July 12, 2010. The reinstatement fee shall be:

# whole months since AMP lapsed	# users	per user monthly AMP reinstatement fee	reinstatement fee
4	8	\$10	\$320.00

In addition, the customer shall also purchase a new AMP for 8 users, at a list price of \$1,440.00.

Example C:

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

# users	per user AMP reinstatement fee	reinstatement fee
8	\$250.00	\$2,000.00

In addition, the customer shall also purchase a new AMP for 8 users, at a list price of \$1,440.00.

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

If a customer allows their current AMP contract to expire or chooses not to purchase an AMP, they will not have access to Telephonic Technical Support or access to software releases. Without an AMP subscription, customers could end up paying more in transactional costs and risk an interruption to their business.

Q. Can I get access to Telephonic Technical Support without an AMP?

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

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

Customers who purchase additional software licences following an initial purchase 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 licences. The customer shall be charged a pro-rated AMP Program fee, calculated as follows:

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