



LEXBE SUPPORT & SERVICES

**Expertly Meeting Client Needs
Quickly and Professionally**

Support & Services Overview

Customer needs are of critical importance to us here at Lexbe! Our dedicated team of Customer Support & Technical Service specialists are poised and ready to assist our clients and channel partners with support and technical issues that may occur while using Lexbe software or services. We are happy to respond to any and all support requests and pleased to provide the following options as a reference to help you determine what kind of support you need.

Written & Video Resources

We offer a multitude of accessible and free online resources to assist customers with troubleshooting, training, and general reference. These can be accessed and used 24x7.

Within Lexbe eDiscovery Platform, you may always access page specific help articles by clicking on “[Help](#)” at the very top right corner of your browser screen.

For a complete user manual detailing the features and functionality of Lexbe eDiscovery Platform, as well as technical resources outlining load file specifications for a variety of load file formats and a list of Lexbe eDiscovery Platform supported file types, please see:

<http://ediscovery.lexbe.com/support/technical-resources/>

We also have a library of educationally focused eDiscovery Webinar Series that includes ‘how-to’ instruction and workflow specific best practices advice. You can access past episodes as well as subscribe for future webinars (approximately monthly). Past episodes include Best Practices in Doing Productions, Best Practices in Search, Methods for Preserving Privilege, Litigation Timelining, and more. See:

<http://ediscovery.lexbe.com/resources/ediscovery-webinars/>

Support for eDiscovery Platform & eProcessing+

We are pleased to be able to offer free Customer Support to our Lexbe eDiscovery Platform and eProcessing+ direct customers. Free Customer Support includes the following:

- Emergency ‘no-access’ phone support if a user is locked or otherwise can’t access an account.
- Except for no-access situations, our free support is ticket-based (Link below).
- Free Customer Support covers bug reports, feature requests, reference to self-help written materials, billing and account questions and follow-up and generalized usage of the software.
- Free Customer Support does not cover data issues, data exceptions and data handling, specific program usage, training, case or project specific matters, and anything covered by Technical Services or eDiscovery Consulting Services.
- Matters outside of the free Customer Support policy, or emergencies or other matters that require immediate response, should be submitted and will be referred to Technical Services (billable hourly based on usage).

Support for eDiscovery Services

We are also pleased to be able to offer free Customer Support to our Lexbe eDiscovery Services customers. This includes free ticket-based support for the following matters:

- Job status
- Shipping and delivery questions & status
- Reference to self-help written materials
- Account operation & administration
- Billing questions & follow-up

Free Customer Support does not cover data issues, data exceptions and data handling, QC, case or project specific matters, and anything covered by Technical Services or eDiscovery Consulting Services.

Customer Support Coverage & Response Times

- For our free Customer Support, we guarantee an initial service response by the end of the next business day (6pm CST) following the day of the request.
- If faster response is needed, please contact Technical Services (see below).
- Our Customer Service business hours are Monday to Friday-8am - 6pm CST, excluding major US holidays.
- Please note that the target for an initial response will not always mean resolution. Total resolution times will vary depending on the nature of the matter raised.

Contacting Customer Support & Technical Services

- You can submit a free Customer Support ticket 24 hours a day, 7 days a week by going to: <http://ediscovery.lexbe.com/support/submit-a-support-ticket/>

- Alternatively, you may contact us at support@lexbe.com. Please use the ticket system instead for initial support requests as it allows for better tracking and quicker response.

Please include with a service request:

- A phone number where we can reach you
- Your email address
- The Account and Case you are working on
- A detailed description of the problem you are experiencing.

Note: If your ticket falls outside the scope of our free support services, if you have an emergency, or if your support needs fall outside our business hours, please contact Technical Services (below).

If you are unable to access your account for any reason (including a security lock-out), you can contact us through the support ticket system or email. You may also call Technical Services anytime at 800-401-4710. There is no Technical Services hourly charge for lock-out or account access problems.

- If you require our assistance with any issue outside of our free support policy, including emergencies and after-hours support, you are welcome to call Technical Services for assistance. A Technical Services professional will contact you as soon as possible. Hourly Technical Services charges apply (\$150/hr during regular business hours and \$175/hr after regular business hours).

Custom Training

We also offer Custom Training, which includes project, case or client specific training in use of Lexbe eDiscovery Platform. We answer project, case or client specific questions applicable to use of Lexbe eDiscovery Platform and walk through suggested workflows to maximize your productivity.

Custom training sessions are conducted by our Technical Services staff and are billed at a rate of \$150/hr during regular business hours, and \$175/hr after regular business hours (unlimited attendees). A recording of the training session is included for reference on request. Contact technicalservices@lexbe.com, support, or your sales representative to schedule.

Technical Services

Sometimes you need more expertise or faster response than we can provide through Customer Support. In these cases our team of technical services experts are always available to assist Lexbe clients and channel partners with case, job, or project specific service needs. Technical Services include the following:

- Remote collection of Email and ESI collections.
- Technical, or project specific questions about specific ESI, eDiscovery jobs or use of the Lexbe eDiscovery Platform.
- Consulting with clients or third parties at client request regarding technical aspects of eDiscovery processes, procedures or output.
- Manual QA/QC, or questions or research about automated QA/QC.
- Manipulate metadata or coding data in Lexbe eDiscovery Platform or as part of a load file; repairing, editing or consolidating load files;

working with non-standard or corrupt load files.

- Moving, copying or transmitting files or data.
- Manual or semi-automatic file conversion.
- Specialized or custom reporting or analysis.
- Rule 26 conference assistance.
- Assisting with Customer Service matters when requested, or matters not covered by free Customer Service, or outside of normal business hours.

Technical Services are billed at a rate of \$150/hr during regular business hours and \$175/hr after regular business hours.

eDiscovery Consulting

We offer eDiscovery Consulting for when expert advice is needed, including the following:

- ESI identification, custodian data mapping & defensible collection strategies.
- ESI production protocol drafting & review.
- Meet & confer/Rule 26 assistance.
- Strategies to effectively protect privilege ESI
- Project management.
- Expert testimony regarding eDiscovery

eDiscovery Consulting Services are billed at a rate of \$250/hour.

Please note that while Lexbe Services may involve legal proceedings or legal matters, and while certain Lexbe representatives have legal training or are lawyers, that Lexbe and its representatives may not provide legal advice or services. In addition, Lexbe representatives have no knowledge of local rules, a particular matter's procedural history, or your client's particular needs. Lexbe representatives' advice covers general technical consultation regarding our eDiscovery procedures, analysis of ESI you have provided, and administration and training for the use of Lexbe eDiscovery Platform.