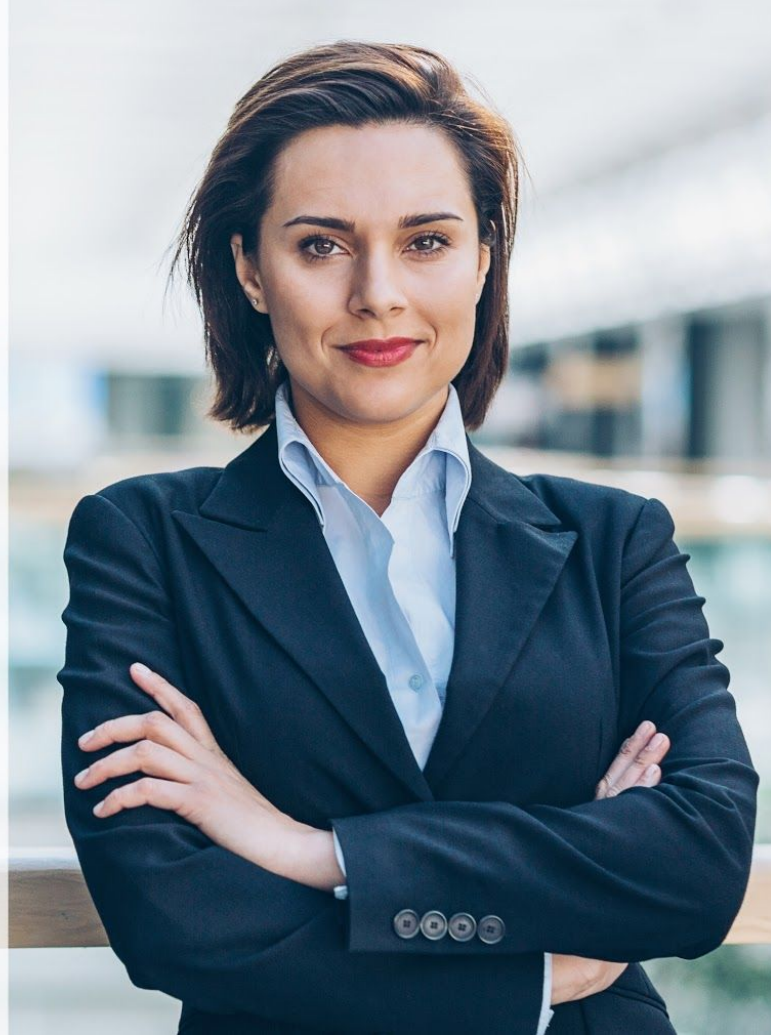


Expert Support & Services

Meeting Clients' Needs Quickly and Professionally





Support & Professional Services Overview

Customer needs are of critical importance to us here at Lexbe! Our dedicated team of Customer Support & Professional Service specialists are poised and ready to assist our clients with support and technical issues and are happy to respond to any and all support requests. A summary of support options follows as a guide in choosing the level of support you may require.

Quick Reference

- Lexbe eDiscovery Platform Log-in: lexbe.ediscoveryplatform.com/Account/Login
- Lexbe eDiscovery Platform User Manual: www.lexbe.com/support/documentation/
- Lexbe eDiscovery Platform online help: www.lexbe.com/support/customer-support/
- Support Ticket system: www.lexbe.com/support/submit-a-support-ticket/
- Professional Services email: professionalservices@lexbe.com
- Professional Services phone: 800-401-4710
- Mailing Address:
Lexbe Inc.
8303 North MoPac Expressway
Suite B-225
Austin, TX 78759

Written & Video Resources

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

Within the Lexbe eDiscovery Platform, you may always access page specific help articles and

detailed workflow and Technical Notes by clicking on “[Help](#)” at the very top right corner of your browser screen once logged into the Lexbe eDiscovery Platform. For a complete PDF user manual (web viewable and printable) detailing the features and functionality of the Lexbe eDiscovery Platform, as well as technical resources outlining load file specifications for a variety of load file formats and a list of the Lexbe eDiscovery Platform supported file types, please see: www.lexbe.com/support/documentation/

We also have a library of educationally-focused webinars (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 (monthly). Past episodes include Best Practices in Doing Productions, Best Practices in Search, Methods for Preserving Privilege, Litigation Timelining, and more. See: www.lexbe.com/resources/ediscovery-webinars/

Free Support for the Lexbe eDiscovery Platform

We offer free Customer Support for clients of the Lexbe eDiscovery Platform. Free Customer Support includes the following:

- Emergency ‘no-access’ phone support if a user is locked out or otherwise can’t access an account.



- Except for no-access situations, free support is ticket-based (link below).
- Free Customer Support covers bug reports, feature requests, reference to self-help written materials, billing and account-related 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 else covered by Professional Services or eDiscovery Consulting Services.
- Free Customer Support assumes that the user has been trained in usage of LEP and is not a substitute for LEP training. Free Customer Support may not be available for untrained users until training is completed. At Lexbe's discretion, free support may require that users go through a formal Lexbe training.
- Matters outside of the free Customer Support policy, emergencies or other matters that require immediate response, should be submitted to and will be referred to Professional Services (billable hourly based on usage).

Weekly Free Training

We invite our clients to join us for free weekly training sessions every Thursday from 12:00 - 12:30 PM CST, where we cover client-requested topics. To register for one of our upcoming training sessions go to:
www.lexbe.com/support/customer-support

Specific training questions may be submitted in advance or during the free weekly session. Advance registration is required.

Contacting Customer Support & Professional Services

You may submit a free Customer Support ticket 24 hours a day, 7 days a week by going to: www.lexbe.com/support/submit-a-support-ticket/ Alternatively, you may contact us at support@lexbe.com. Please use the ticket system for initial support requests, as it allows for better tracking and quicker response.

Please include with a service request:

- A phone number
- Your email address
- The Account and Case you are working on.
- A detailed description of the problem you are experiencing, including specific DocId(s), if applicable.

Note: If your ticket falls outside the scope of our free support services, if an emergency, or if outside our business hours, please contact Professional 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 Professional Services anytime at 800-401-4710. There is no Professional 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 Professional Services for assistance. A Professional Services representative will contact you as soon as possible. Hourly Professional Services charges apply (see Standard Professional Services Rates below).



Support for Lexbe eDiscovery Services

We also offer free Customer Support to our Lexbe eDiscovery Services clients. 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 for eDiscovery Services does not cover data issues, data exceptions and data handling, QC, case or project specific matters, and anything else covered by Professional 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 Professional 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.

Custom Training

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

Custom training sessions are conducted by our Professional Services staff and are billed at Standard Professional Services Rates (see below). Unlimited attendees are permitted. A recording of the training session is included for reference on request. Contact professionalservices@lexbe.com or your sales representative to schedule.

Courtesy Uploads/Ingestions

We offer free ESI uploading/ingestion for Subscription Plan customers including native data sets in Lexbe-supported formats and industry standard production data sets and load files for importing productions. Any data uploads that fall outside of these parameters, or are damaged/corrupted and need repair may require billable work to correct.

There are no upload or processing charges for Customer-handled ESI uploads into LEP. Lexbe Professional Services can also assist in data uploads for Flex accounts as needed.



Professional Services

Sometimes you need more expertise or faster response than your internal staff can handle or we can provide through Customer Support. In these cases our team of Professional Services experts are always available to assist Lexbe clients with case, job, or project specific service needs. All team members have extensive law firm experience and are ACEDS-certified (Association of Certified e-Discovery Specialists). Professional 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 the 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.
- ESI identification, custodian data mapping and defensible collection strategies.
- ESI production protocol drafting and review.
- Strategies to effectively protect privilege ESI.
- Project management.
- Affidavit support, court conferences, and expert testimony regarding eDiscovery matters.

Professional Services are billed at the rate of \$150/hr during regular business hours and \$175/hr after regular business hours ("Standard Professional Services Rates"). If needed, eDiscovery Consulting Services are billed at the rate of \$250/hour.

No Legal Advice

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 the Lexbe eDiscovery Platform.