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Dear Valued Client,

With the recent acquisition of LiveNote, Thomson West is pleased to increase the presence of realtime depositions by supporting court reporting firms with the best possible realtime products, service and training.

As litigation technology develops, the use of realtime will continue to grow as a critical piece of the litigation process. Through this exciting process, Thomson West and LiveNote are committed to providing court reporters and court reporting firms with training and service that can help them take full advantage of new realtime technologies. In addition, Thomson West is actively developing the use of realtime in law firms through the West sales and account management group, a group of 1,500 extraordinary professionals whose job it is to help law firms best understand and use the right tools to support their litigation practice.

We also are strengthening our commitment to court reporting firms, especially in the area of professional development and certification. To that end, we encourage court reporters to become certified as providers of realtime, which helps make them more valuable to court reporting firms, and ensures that the supply of realtime reporters will meet the current and future demand.

Court reporters have many options for training and certification. The National Court Reporters Association offers the CRR course for realtime training and certification. LiveNote also offers a training and certification course on realtime. To learn more about training and certification programs, we encourage you to check out the following:

NCRA CRR certification: <http://ncraonline.org/Testing/Certification/crr/default.htm>

LiveNote CLR certification: http://www.livenote.com/clr_program.asp

LiveNote Stream Internet realtime: <http://www.livenote.com/stream.asp>

Moving forward, we envision new tools and technologies that will provide even more benefits throughout the litigation process. We will share more information on exciting new developments soon. We believe realtime has a promising future, and we look forward to sharing in that future with you.

Kind regards,

A handwritten signature in black ink, appearing to read "Chris Morton", with a stylized flourish at the end.