

## ICLE PARTNERSHIP TRANSITION

### > FREQUENTLY ASKED QUESTIONS

#### What is changing?

In September 2013, the current ICLE Partnership and Online Library will be replaced by a new ICLE Partnership with two options (“Basic” and “Premium”). The Premium Partnership will include the current online Partnership resources plus all 55 ICLE online books. The price will be lower than the full price for new buyers of the Partnership plus Online Library.

Starting at that time, we will no longer sell new subscriptions to the current ICLE Partnership or Online Library. Of course, existing subscribers can finish up their subscriptions, and we will continue to offer individual online book subscriptions as well as print books and seminars.

#### Why is ICLE making this change?

This change allows us to better meet the current needs and preferences of our customers. For several years, customers have asked for a single subscription that combines the online books and Partnership resources. They also want the ability to get answers to their specific questions and to use ICLE resources on their mobile devices.

By combining these two subscriptions, ICLE can offer a more targeted, less duplicative, easier-to-use subscription with better, faster search results and enhanced functionality. Maintaining a single major online service—rather than two subscriptions with overlapping coverage—will allow us to develop great new features and functionality and offer the subscription at a lower price than customers currently pay if they have the Partnership and the Online Library.

#### What is included in the Premium Partnership?

The Premium Partnership will include all 55 continually updated online books,\* Michigan Law Online, the Formbank (2,000+ attorney-drafted forms with commentary), 200+ How-To Kits (transaction guides with supporting materials), a new law practice management and technology resource (“Running My Practice”), the collection of Top Tips in Ten Minutes, editable SCAO forms, the Divorce Clausebank, a three-year collection of past Partnership webcasts and seminar materials, and 50 new short on-demand webcasts each year on cutting-edge topics.

#### Tell me more about the seminars in the Premium Partnership.

If you are currently an ICLE Partner, you’ll notice that the mix of Partnership seminars is changing. Fifty new short webcasts will be offered each year. They are offered on-demand and will be available in your Partnership for three years. Since in-person attendance continues to decline, we will offer a reduced number of half- and full-day seminars with in-person and live webcast attendance options. Those seminars (including in-person attendance) will be free for Premium Partners. You will continue to see the topics you rely on—annual updates in many areas, drafting seminars, and “just in time” coverage of law changes and practice issues—but some will be delivered by on-demand webcast and others that traditionally draw a large audience will be offered live.

\*The 55 online books do not include *Michigan Real Property Law* by John G. Cameron, Jr. (currently available only in print).



## How will these changes affect our subscription?

Of course, we will honor the prices and benefits you are currently signed up for through the end of your subscription period. In most instances, customers will be asked to make a decision between the new options at the time their current subscription would renew. Renewal notices with specific details are sent two months prior to renewal. The new Premium Partnership will launch September 1, 2013, and renewal notices sent starting on that date will explain the new options. At any point before you receive this renewal notice, you may contact ICLE and upgrade earlier.

## How will our price change?

The price of the Premium Partnership will increase (compared to the separate existing Partnership or Online Library) to reflect the value of the breadth of resources included, but the combined price will generally be lower than the current price for the Partnership plus the Online Library. Your price depends on your firm size.

## What if I don't want the Premium Partnership? Do you have any other options for me?

Yes. The combined Premium Partnership is clearly the best value for most customers, but you do have other options. As of September, there will also be a Basic Partnership option, focused mainly on providing updates to the law with a lower subscription rate (see below for details). In addition, we will continue to offer individual online book subscriptions. At renewal time, you can switch to one of these options

## What is the Basic Partnership?

The Basic Partnership is a collection of online resources focused primarily on providing updates on the law along with law practice management and technology resources. It includes 50 new on-demand webcasts each year, the Top Tips collection, access to primary law research through Michigan Law Online, law practice management and technology resources, and access to the ICLE Community. It will be available in September 2013.

## Can I make the change to the Premium Partnership sooner than my renewal date?

Yes. You can work with our customer service department at any time by calling at 877-229-4350. We will walk you through the specifics of your subscription. We will also prorate the remaining months of your existing subscription to get you combined into one subscription.

## Can I see the new subscription before I have to make this change?

ICLE's website will change to support the new Premium Partnership, but we are currently still developing this area. ICLE will also release sketches of the planned changes as they are available. If you choose to upgrade now, the existing Partnership or Online Library resources will be added to your existing subscription. We can also work with you to demonstrate the resources and give you temporary trial access.

## What are my payment options?

Your payment options remain the same. You can choose to pay annually or monthly via a credit card.

## We've never had these resources—how can we get help with them?

We're here to help! ICLE fully supports all of our online products, and there are many options for you to get help using them. We are happy to provide personalized training. For those that prefer to navigate and learn on their own, a robust help section is available on the website itself.

## How do I cancel/not renew?

While we hope you'll give the Premium Partnership serious consideration, you of course have the option of not renewing during your renewal period (once your initial 12-month commitment is met). Specific instructions can be found online or by calling ICLE at 877-229-4350.

## If I'm not happy with the change, who can I talk to?

We always encourage our customers to share their feedback—good and bad. You can send your feedback via e-mail to [icle@umich.edu](mailto:icle@umich.edu), or you can call our customer service department at 877-229-4350. With both options, we'll be sure to get you connected with the right person.