

# Turner Litigation Services

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## 1. About

### 1.1. Welcome to Turner Litigation Services

Turner Litigation Services offers legal representation, legal services, and network services for small to medium sized businesses.

Please see the '**Legal Services**' tab for available legal services, obtain a free or low cost evaluation of potential claims, and information on current cases.

TLS can also help you set up and maintain a computer network. If you are looking for assistance with computers or computer networks, please look under the '**Network Services**' tab.

Reliable, low cost, computer services are complementary to the practice of law and to any profession where computers are a necessary part of doing business. Computers and other information technologies are the backbone of modern law practices. Through the practice of law, TLS has acquired specialized expertise in dealing with computer related problems and issues specific to law firms and other businesses where security, reliability, and ease of use are key concerns. Providing network services sustains TLS so that it can focus primarily on public interest and environmental litigation without the distracting case-load of a law practice sustained solely through the practice of law.

To preserve network bandwidth, increase security, and demonstrate technologies provided by TLS, certain parts of this website are located on different servers and may require you to log in. TLS employs OpenSSH secure sessions to handle log-in connections. Secure sessions require your acceptance of a 'site certificate.' The site certificate offered by TLS has not been validated by an authorized website credentials verification service, such as Verisign. Not having a validated site certificate lowers costs, avoids notifying third parties of your connection attempt to TLS' website, and, as long as you trust TLS's site certificate, third party site certificate validation is not necessary to establish a secure connection between yourself and Turner Litigation Services. Cookies are used to save your connection settings from one session to the next so you don't have to log in each time you revisit the site.

This website is built upon Open Source technologies and free web services at zero additional cost. The geocities home page is used because it is free and provides a way to filter casual browsers, HTTP bots, and information harvesters while at the same time providing some information to the general public. To bypass the Geocities page in the future, you will need to create an account. The non-public portions of this site do not contain third-party advertising.

## 2. Legal Services

## 2.1. Areas of Practice

Turner Litigation Services is licensed to practice law before all California Courts through the California State Bar, and, before the 9th Circuit Federal Court.

Sole proprietor Stephen Davies has over ten years experience practicing law and is a graduate of New College School of Law (the oldest public interest law School in the United States) with undergraduate degrees in anthropology and psychology from the University of California at Berkeley.

Public interest law encompasses matters affecting large segments of society and which are frequently overlooked by profit orientated businesses due to lack of profitability, complexity, and/or controversy. Environmental, civil rights, and unfair business practices affecting consumers are examples of public interest litigation. TLS has extensive experience with nuisance, real property, riparian rights (water law), unfair/unlawful business practices, forestry, and California Environmental Quality Act (C.E.Q.A.) issues.

Mr. Davies has successfully represented numerous residents of Stafford, Elk River, and Freshwater, California who were victims of logging related flooding and landslides, the parents of activist David Nathan Chain, the North coast Environmental Center, and grass roots environmental organizations. Co-counsel have included Humboldt County Deputy District Attorney Steven A. Schectman, Tony Serra, Gerry Spence, and William G. Bertain.

Please see the 'News' page for information about current public interest litigation cases handled by Turner Litigation Services. You are welcome to e-mail TLS or post to the forum if you have questions about a potential case.

The California State Bar does not currently provide specialized certification for the practice of public interest litigation. Mr. Davies is not certified as a specialist by the California State Bar under any specialty sections of the California State Bar.

## 2.2. Resources for Clients and Affiliates

Login.

Retrieve a Password.

Create a turnerlit.com e-mail account.

Case Information.

Forum.

Chat.

Web E-Mail.

Upload or Download Files.

Make a payment through PayPal.

Send a fax from your computer to a fax machine. (Coming soon!)

**Note:**

Please see the 'Forum' page for further information on these and other services provided as a courtesy to clients.

### 2.3. Claims Evaluation

If you have a claim or dispute, TLS can confidentially review your claim at no cost to you.

Please keep in mind the following caveats when submitting a legal inquiry:

- TLS is only licensed to appear before California Courts. If you are not located in California, TLS can help you find a local attorney, but, generally cannot appear on your behalf in Court. For transactional or business matters, i.e. contract drafting, or where the filing of a complaint is not contemplated or necessary, this is not so important.
- Submission of an inquiry or claims evaluation does not create an attorney-client relationship between yourself and TLS, except to the extent necessary for an initial consultation/referral. TLS makes no representations or guarantees that it will respond to your inquiry. All matters submitted to TLS will be treated confidentially and are subject to the attorney-client privilege prohibiting the use of information provided to TLS without your consent to disclosure or your express waiver of your right to confidentiality.
- TLS makes no guarantee that it will be able to provide you with a referral. Referrals provided through the claims evaluation process are provided free of charge. TLS does not collect or demand referral fees for simple referrals. Referral fees will only be charged upon your acceptance of a written agreement disclosing the amount or percentage of a referral fee following a consultation with TLS.
- Please review TLS's . If your claim involves matters outside of TLS' practice areas, it is likely that TLS will only be able to provide you with a referral to another attorney.
- If TLS determines that it can help you with your legal issues, TLS will provide you with a written agreement. You will have the option to accept, decline, or negotiate the terms of a representation agreement.

**Note:**

In order to provide no-cost claims evaluations/initial consultations/referrals, TLS only accepts inquiries through e-mail or through this website. Unless you are specifically told to call TLS, please do not telephone.

## 2.4. Special Court Appearances

### 2.4.1. Rates and General Information

TLS regularly appears **in the Humboldt County Superior Court** for out of town attorneys and litigants who are unable to be present for Court hearings, depositions, bankruptcy proceedings, and minor criminal infractions (traffic) cases. This is permitted in California as a 'special appearance.' TLS agrees to represent you for a specific date and time, on a specific matter, with temporary authority to represent you or your clients in Court.

TLS charges the following rates:

- Case Management Conferences
- Motions
- Depositions
- Bankruptcy

**Note:**

Travel outside of Humboldt County; actual cost or standard mileage plus \$50.00 per hour travel time.  
Over ten pages fax per assignment; \$.25 each page over ten pages.

### 2.4.2. Requesting an Appearance and Obtaining Results

To request an appearance:

1. Please call or e-mail TLS with the case number, the date, time, department, and location of the hearing, and instructions.
2. E-mail, fax, or upload additional documents after receiving confirmation of the appearance. If TLS is unavailable, TLS will provide you with a referral to other attorneys who regularly make special appearances in Humboldt County, or, a referral to legal services firms who assign special appearance attorneys in Humboldt County.

**Warning:**

**IMPORTANT!:** If you do not receive a response from TLS, do not assume that TLS will appear for you. TLS will only appear for you upon written confirmation of the appearance.

On the same day of the hearing, TLS will fax (or e-mail at your option) an appearance results form describing the outcome of the hearing, the next court date, rulings and other instructions provided by the Court.

California law requires that a written association of counsel be filed for an attorney who has

not appeared in an action to represent a client. Failure to submit an association of counsel can result in sanctions and it is good practice to file a document clearly stating that TLS is appearing only for the limited purpose of a specific proceeding. You may use your own form, or, download an Association of Counsel form in PDF format with form fields for you to fill in.

### 2.4.3. Affiliate Service Bureaus

TLS has an existing business relationship with the following special appearance firms:

- Professional Appearance Group
- Robert L. Ray and Associates
- Alter Ego Appearance Service
- Hoffman and Pomerantz
- Ad Hoc Attorney Services
- Law Office of Wm. Gregory Polster
- Lawyers on Call
- California Appearance Services

**Note:**

If you currently contract for special appearances with these firms, you should arrange for an appearance directly with these firms. When making your request through one of these third-party appearance firms, please be sure to request that TLS be assigned to the matter.

## 2.5. In Pro Per Legal Assistance

### 2.5.1. Overview

For simple disputes, business filings, and transactional matters, self-help is a viable option to hiring an attorney. However, non-attorneys face daunting challenges representing themselves in the technical and arcane world of the legal profession. Often, in pro per litigants will need to turn to paralegals or need to consult with an attorney.

One problem with using paralegals in self-help representation is that paralegals are not allowed by law to provide you with legal advice. Paralegals are often only too happy to charge you a fee to provide you with forms, which may not be advisable or in your best interests. Attorneys, on the other hand, are bound by strict codes of ethics and professionalism and cannot simply provide you with forms without certifying that the forms provided are the ones that should be used.

### 2.5.2. Matters Commonly Handled without Attorney Representation

TLS provides low-cost legal assistance to in pro per litigants or person filing documents on their own behalf. TLS can provide assistance with the following matters, among others:

- Patent Applications
- Business registration/corporate and legal filings with the secretary of state
- Small Claims
- Civil Disputes
- Bankruptcy
- Wills and Probate
- Contract Drafting
- Consumer and business disputes
- Legal Research and Investigation

To see if TLS can help you, please see the 'Claims Evaluation' page for instructions on obtaining a quote and see the 'Special Appearance' page for rates should you need TLS to appear on your behalf in Court.

### 2.5.3. Self-Help Law Links

- Findlaw - Offers cases, statutes, and practice guides.
- California Courts - Provides local rules, links to Court websites, California Rules of Courts, and Judicial Council Forms
- Novo Press - Specializes in self-help law materials

## 2.6. News

Busch v. Hurwitz Case Overview

Press Releases

Newspaper Articles

#### Note:

TLS only releases information concerning newsworthy cases affecting the public at large or matters of public interest. Ordinarily, TLS does not publicly release information relating solely to private disputes and claims, and then, only upon client consent.

## 2.7. Donate

If you appreciate the public interest work TLS performs, please consider making a donation. Donations can be earmarked to support a specific case, costs and expenses related to a specific case, or to support TLS generally. For your convenience, you can donate through

PayPal.

TLS is a for profit business. Donations made directly to TLS are not tax deductible. However, tax deductible donations can be made through third-party affiliate non-profit organizations in certain cases. For larger donations, please contact TLS.

With your donation of \$20.00 or more, TLS will provide you with read/write access to TLS' forums so that you can communicate with TLS, clients, and other supporters. Optionally, you can also request a subscription to TLS' semi-weekly Tech Bulletin.

## **2.8. Volunteer**

If you cannot make a donation to support public interest litigation, consider volunteering your time. TLS can use non-legal and paralegal assistance with databasing evidence and legal documents, proofreading, deposition summaries, serving and filing legal documents, preparing reports, and investigation. Prior law office experience is welcome but not required. Volunteers should, however, have decent office, reading, and typing skills.

Scholastic credit may be available depending upon your school. TLS has over three years experience helping non-lawyers become attorneys through the California State Bar Law Office study program. If you are training to take the California State Bar exam through the law office program, work performed for TLS may qualify for law office study. Please ask your supervising mentor attorney to contact TLS.

## **3. Network Services**

### **3.1. Databases - Design and Training**

Although there are more powerful database products, Microsoft Access seamlessly integrates with the Microsoft Office environment deployed by the majority of small to medium sized businesses. Customized MS Access databases can significantly improve office productivity. Access can replace commercial software or provide specialized business tools not commercially available.

TLS can help customize an existing databases or design a custom database for you. Please bear in mind that databases available for free download are copies of databases used by TLS and are not finished products. Documentation is scarce or non-existent. The .mdb file format allows you to modify all aspects of the database, including modifying or adding additional reports, forms, tables, etc.. In most cases, basic familiarity with the MS Access user interface and built in toolbars in required.

The following are samples of TLS can provide for you.

### **3.1.1. Legal\_Research.mdb**

A tool for maintaining a database for legal authorities. Organizes citations by topic, subtopic, cases, statutes, and treatises. Designed primarily for use in California. Automatically creates links to cases and statutes on Findlaw so you can quickly read the full text of decisions. Helps organize legal authorities obtained from a variety of sources so that you can find your important authorities. Also can keep track of your legal documents citing authorities.

### **3.1.2. Special\_Appearence.mdb**

Designed for lawyers who frequently make special appearances for another law firm. Prints a calendar of upcoming hearings, generates hearing results reports, calculates amounts owed for appearances, and prints invoices. Stores addresses and helps you determine whether you have previously appeared in a case and what the results were. Aids in tax preparation.

### **3.1.3. Addresses.mdb**

Contact management software designed primarily for printing labels and envelopes. Prints single addresses or multiple addresses in a mailing list.

### **3.1.4. LitChron.mdb**

Legal document indexing and archiving tool. Organizes legal documents by type (pleading, discovery, correspondence, memos, etc.) and case. Designed to help paralegals and office staff print indexes of documents received or generated in litigation. Includes a hyperlink field so you know where documents are stored on your network and can open them quickly. Also maintains information on service of documents (date, time, person served, fees, costs), number of pages, physical volume document is stored in, number of copies, and document summary.

### **3.1.5. Evidence.mdb**

Evidence database for maintaining and organizing physical evidence.

### **3.1.6. Transcript.mdb**

Designed to assist office staff and paralegals summarize depositions.

### **3.1.7. Disclaimer and License Info**

All software available for download is shareware. TLS assumes no risk of use. Software

should be considered beta. You may download software from TLS for your personal or business use only. TLS databases may not be redistributed or resold. TLS maintains copyrights over all forms, tables, queries, macros, and reports. By downloading software, you are agreeing to this license agreement.

### **3.2. Mobile Web**

Web-enabled cell phones, palm pilots, and PDA's frequently come with steep prices for internet access (at least in Humboldt County). Unless you can justify the high cost of an unlimited data plan, you need to use your web-enabled mobile device as efficiently as possible.

Mobile web pages work similar to a web portal, only they are designed to minimize the amount of data that needs to be transmitted. Commercial websites such as Yahoo provide portals for mobile devices, however, they are not nearly as efficient as they could be.

A customized mobile web page takes the idea of a portal site further by providing forms and indexes linked to a variety of web resources on a single page. You can search sites such as Zaba search, Wikipedia, Findlaw, dogpile, google from a mobile page without first having to connect to a site on the web. If you need to read the full text of statutes and cases on your mobile device, a mobile web page can reduce the data you download by as much as half, resulting in significant savings.

View a demo mobile web page. Please note, this page is designed to be displayed on a small screen, not a computer monitor. Also, this page is not technically a single page; links to California legal resources open sub-indexes on separate web pages that are also stored on your mobile device. Some links, such as the Yahoo Mobile, g-mail, and Cox E-Mail won't open to the correct page unless you have your own account. This demo is designed for attorneys, however, the concept is applicable to any profession. Click here to download the demo in .zip format which you can extract to your mobile device and begin using immediately on your mobile device.

This demo was quickly made and does not have all the features that could be provided should TLS design a mobile web page for you or your business. The total size of this demo, when saved to a mobile device is 3mb. Size of a mobile site will vary depending upon the specific web resources you need to access. When requesting a quote, please be sure to provide a list of the websites, or types of websites, you visit regularly, your profession (to build links specific to your profession), and mobile device model (to format the page for optimal display on your device).

### **3.3. Servers**

### 3.3.1. Overview

TLS specializes in recycling old PC computers. While older PC computers may not be able to run the latest Windows applications, Open Source Linux/BSD operating systems perform quite well. (This website was created on, and is served from, a Pentium II 300 MHz CPU system, circa 1996.) Recycling computers for your own use can help prevent environmental waste while at the same time significantly increasing your office productivity. Open Source (free for commercial use) software significantly reduces your costs, while, at the same time, providing superior performance to Microsoft products and software designed to run under Windows.

Most of the server products provided by TLS only require a case and working harddrive, motherboard, memory, and network interface. Servers typically do not require keyboards, mice, speakers, or monitors. If your computer is less than ten years old, chances are that TLS can build a state of the art Unix/Linux/BSD server on it. Depending upon your budget, TLS can purchase new hardware to build a server based on modern hardware technologies, or, purchase used (recycled) components at low cost.

The build process usually takes less than two weeks if you have a working older computer or it only needs a few components. TLS starts by erasing, repartitioning, and reformatting the hard disk, backing up data if requested. TLS then installs a Linux/BSD based open source operating system, configures the server software, reconnects the server to your network, and then makes final configuration changes specific to your network. Prior to building and configuring your system, TLS will consult with you to determine the best possible configuration for your needs.

### 3.3.2. Benefits of Recycling/Refurbishing with Linux/BSD

Recycled computers are ideal for small to medium sized networks where processing power and storage requirements are not key factors. Older computers fit nicely into a distributed network service model where low powered computers are used to perform specific, discrete tasks. If one server goes down, it does not affect the services provided by other servers (i.e. a failure on a new computer set up to provide web services, file services, e-mail, and network services could be catastrophic), and, they can be cheaply replaced. Using Open Source technologies and a distributed server model, you can extend the working life of outdated Windows computers many years while providing your business or organization with services and features that would otherwise cost thousands of dollars.

**Note:**

For security purposes, TLS does not publicly disclose the specific software installed on current server models. Any of the following servers can be built on recycled computers, or, for additional costs, be built on modern technologies.

### 3.3.3. Miranda Network Server

The basic building block of a computer network is a DHCP server. TLS's Miranda© server provides DHCP service, firewall, and NAT translation and is designed to replace basic routers. The Miranda server is placed between the device that connects to your cable, dells modem, or modem and your inside network. It provides the same functionality as provided by the core features of a Windows Network Server. Miranda© systems include features not found on basic internet routers commonly installed and used by small to medium sized businesses, such as the ability to log connection attempts, display connections between your office and the outside world on any computer located at your office, regulate the bandwidth or flow of data between computers on your network and the outside world, and forensic tools to proactively deal with intruders. If you don't have a firewall and have to manually configure the network settings for computers at your office in order for them to be able to share files, communicate with other computers, and access the internet, then you need a DHCP/Firewall/NAT translation device.

View a Miranda© User's Guide. [Contains additional information beyond simply turning the device on and off -- which is all that is required for normal use.]

Miranda© systems are extremely robust and designed to be used without user intervention. In a busy office environment, a Miranda(c) system typically only needs to be reset (turned off and back on) once every few years. Short term power interruptions and loss of connectivity from the ISP do not have the same effect on a Linux/BSD Miranda(c) system as they would on a retail router. Unlike retail routers/internet access points which usually only allow up to five computers to share a single internet connection, a Miranda(c) system built even on a ten year old computer can support over a hundred computers.

Miranda(c) systems cost \$500, assuming you have a working older computer, and may run more if additional hardware is needed.

### 3.3.4. File Servers

A file server is a centralized location for storing electronic data. Dedicated file servers are more advantageous because they are faster and more reliable service than sharing files on a computer used for day to day office work. TLS file servers include Open Source antivirus technologies using the same virus definitions as commercially available anti-virus products. TLS' file servers are compatible with Windows and Apple file sharing services. Your users see and access files the same way they do with files and folders on your existing computers -- e.g. the file server appears in 'Network Neighborhood', can be mapped as a local drive, and shortcuts can be placed anywhere. Options include data encryption (making data much harder to hack, or, access if the computer or disk drive is stolen), redundant/mirrored file

systems (storing two or more copies of each file on separate disk drives so that if one drive fails, files are still available without loss or downtime), and archiving/recording devices (i.e. CD/DVD burners).

The File Server comes with many additional tools for working with files, including batch file renamers, batch file converters, batch file movers, duplicate file checkers, robust CD/DVD burners/rippers/extractors, secure/permanent file deletion, file change/access monitors, and tools for recovering deleted files.

Prices start at \$500, assuming you have a working older computer to recycle. File servers work best on newer computers (five years or less) that support large disk sizes in excess of 60 gb, but, can be set up to work with any sized hard disk. Additional costs may apply to installing larger capacity disk drives, redundant drives, and data archiving/recording devices.

### **3.3.5. Web Servers**

Web servers allow you to serve web pages on your local network or to the outside world. TLS builds web servers using the same Apache web server as used by Google, Yahoo, and the majority of websites around the world. Web servers are essentially File Servers with additional HTTP services, including Perl, PHP, CGI scripting, and other components for providing state of the art, full-featured, dynamic content.

Assuming you have a working computer to recycle, web servers start at \$700, or, can be added to a TLS File Server for an additional \$200. Note, however, for security and business purposes, it may not be advisable to run a public web server on the same computer used for storing extremely sensitive information. Additionally, you need a domain name (@ \$10 per year) if you want your web server to be accessible by the public through the internet.

### **3.3.6. POP/E-Mail Servers**

POP/E-Mail Server - Using the same technologies used by many Internet Service Providers (ISPs), TLS can build your own e-mail server. The advantage of having your own e-mail server is that you can create as many e-mail accounts as you want. Private e-mail servers are far more secure than public web-servers because information is sent directly between remote e-mail clients and your web server without being stored on ISP's web servers or free, ad based, web e-mail servers. If you have two or more business locations, private web servers can be set up to deliver secure (OpenSSH) encrypted connections directly between your offices. Additional options include data encryption so that even if your e-mail messages are intercepted as they travel through the internet, they are nearly impossible to read even by agencies such as the NSA.

Assuming you have a computer to recycle, e-mail servers start at \$500. Note, as with web

pages, you will either need a domain name or a static IP address if you wish to receive e-mails from the public.

### **3.3.7. FTP Servers**

FTP servers are the most well-known method of sharing data over the internet. TLS can configure public or private FTP servers with a wide range of options, including web browser based administration consoles, SSH connections, logging, data encryption, and more. FTP is a convenient way to share files that does not depend on clients having a specific operating system. Price is \$500, assuming a working computer with adequate disk space for storing files.

### **3.3.8. Chat Server**

Chat Server - This server includes IRC and VOIP servers. IRC, or internet relay chat, is a common text based messaging system for real-time text communications. IRC is platform independent and does not require clients use a particular operating system or chat program. The IRC component can be public or private and supports secure (SSH) connections. TLS presently implements VOIP through Teamspeak(R). Clients can only communicate with other clients using the Teamspeak software and cannot make computer to land-line phone calls. This implementation of VOIP allows for a continuous audio connection between two or more locations and can be used for security monitoring, as an audio component of a virtual conference room. Price is \$500. Like the Miranda server, this chat server can be built on very old, garbage, computers.

### **3.3.9. Fax Servers**

Fax Server - Fax servers provide the same functionality as a facsimile machine yet also provide the ability to (1) send faxes from any computer connecting through the internet to your office (the fax is sent over the internet to the fax server where it is sent as fax to another fax machine), (2) view received faxes from any computer connected to the internet. Received faxes can be configured to print to any printer on your network, and, also store a digital copy of faxes (in Adobe .PDF and .tiff formats) that can be opened on any computer on your network. The fax server is controlled through a user friendly internet browser based control panel. If you are traveling, it is easy to redirect faxes to your mobile device, another fax machine, or e-mail account(s).

Fax servers cost \$700, assuming you have a working computer to recycle that has a fax modem. (Note, many older computers have dial-up fax modems -- fax modems are additional upgrade options in most recent desktop computers now that dial-up modems are being replaced by DLS and cable modems.) For a limited time, TLS fax servers require no initial

deposit and have an extended 6 month warranty.

### **3.3.10. X-Windows Server**

X-Windows Server - An X-Windows server uses server-client model for providing a desktop user interface. A centralized X-Server is set up containing Linux/BSD office applications that are served locally to individual workstations. Unlike the other servers offered by TLS, the X-Windows server needs to be a reasonably fast computer. Client computers, the ones used by your staff, can be older, unsuitable for running Windows. The X-Windows Server is a complete operating system replacement. Client computers can share data with Microsoft Windows computers, but, if you need Microsoft products on all your computers, this solution is not for you. However, if most of your computers are out-of-date, consider re-using them as X-Windows clients.

The modern Linux/BSD user desktop is very similar to a Windows desktop. A panel at the bottom displays open folders/files, the date/time, running processes, a 'start' menu for launching programs, desktop icons including a trash bin, etc. Right and left mouse clicks open context sensitive menus such as 'properties,' 'open,' 'move to 'trash' etc. Users familiar with MS Windows can usually begin working with Linux/BSD X-Windows applications with little or no training. Open source (free for commercial use) software includes Word-processing (very similar to MS Word natively supporting .pdf, .xml, and OpenDoc formats), spreadsheet, calendar, e-mail, contact manager, calculator, financial software, popular web browsers, presentation, flowcharting, graphics viewers, file/folder archivers (.zip), CD/DVD burning, chat with popular instant messaging services, website authoring, and many other Open Source applications whose Windows equivalents would aggregatively cost thousands of dollars.

An X-Windows server configured for up to 20 clients costs \$1000, computer not included. A single Unix/BSD X-Windows (non-server) desktop costs \$600, assuming you have a sufficiently working computer.

### **3.3.11. Additional Information, Pricing, and Warranties**

TLS Servers are made and installed locally in Humboldt County. Prices include installation at offices located within 25 miles of Eureka. Additional travel and shipping charges may apply for installations elsewhere.

While it defeats the point of recycling old computers, any server or desktop offered by TLS may be built on a new computer. Please call or e-mail for quotes.

All servers and desktops, except the fax server, require an initial 50% deposit. A non-refundable \$50 fee is deducted from the initial deposit evaluate recycled computers to

determine whether required hardware components are present and working properly. Servers and desktops, except for the fax server, come with a 3 month money back warranty (excluding the \$50 evaluation fee) if the server or desktop does not perform as guaranteed. Training and tech support is included with maintenance and training plans and is not included with the purchase price.

Prices are provided for estimation. Most server components can be mixed and matched. Depending upon the capabilities of the system to be recycled/refurbished, you may, for example, wish to run FTP, Web, and File services on the same system. TLS will consult with you to obtain the best, and most economical, configuration for your needs.

TLS does not resell software. Prices and fees charged by TLS are service fees for installation and configuration. Open Source software configured by TLS is subject to BSD and GNU licenses. If you are satisfied with your installation, TLS heartily encourages your donation to open source providers and may request that you make a nominal purchase of back-up installation media from an Open Source provider.

### **3.4. Service and Maintenance Plans**

#### **3.4.1. Importance of a Maintenance Plan and Security Policy**

In a network environment, improper installation of software and devices can have a critical effect on your business productivity. Your regular staff and employees may not have the time or the expertise to ensure that products are installed correctly. Many devices and applications, even from the most reputable vendors, cannot be properly installed simply by following default or 'quick start' procedures. Improperly or incompletely installed network devices can leave you with gaping security holes.

Why take the risk of an improper or incomplete installation? Use TLS to help you purchase, install and configure your computer components. For \$45 per hour, one hour minimum, TLS will install and configure devices and components at your office. (Additional travel charges apply to areas 25 or more miles from Eureka.)

All computers require periodic maintenance. Windows Update does not always actually update your system, and, MS Automatic Updates have been known to break systems or software components. Furthermore, Windows Updates does not update third party software. Anti-virus and anti-spy ware products can expire, leaving you exposed. Users can, and frequently do, inadvertently disable or modify maintenance utilities.

TLS offers two maintenance plans, suitable for both networked and non-networked computers.

### **3.4.2. Remote Assistance Plan**

**Remote Network Assistance:** Using MS 'Remote Assistance' installed by default on Windows XP computers, TLS can remotely connect to your computer at an agreed time when you are not using your computer. \$25 per month for a 12 month plan, or, \$35 per incident basis.

### **3.4.3. On-Site Maintenance Plan**

**On-Site Maintenance:** \$35 per month for a 12 month plan, or, \$45 per incident, plus \$5 for each additional computer at the same location. (Additional travel charges apply to areas 25 or more miles from Eureka.)

### **3.4.4. Plan Features**

With each plan, TLS will apply MS Windows Updates, apply updates to third party software and drivers, scan the system for viruses and spy ware, check the hard disk capacity, verify data is being backed up correctly (or back up data depending upon your equipment) and examine the logs and Windows Event Viewer. These simple steps, which are so frequently overlooked, will help ensure that your computers are running properly and alert you if you need to deal with something later down the road.

Additionally, each plan includes a subscription to TLS Tech Bulletin, a semi-weekly e-mail summary of security alerts, new technologies, and regulatory issues.

## **3.5. Design and Data Processing**

TLS can help with your graphic design, data visualization, data conversion, and data archiving needs. If your data is intended to be used in a legal setting, TLS can help you authenticate the data to ensure it's usability.

### **3.5.1. Graphic Design**

Graphic Design includes simple illustration, simple mechanical engineering drawings, creating images based upon existing artwork, and creating graphics for presentations and publications. Electronic files can be provided in Adobe Illustrator, Adobe Photoshop, 3d Studio Max, as well as .jpg, .tif, .gif, and .bmp formats. TLS has a few years experience with computer aided design (Designing thumb screws, small pieces of bent metal, and other simple components used in medical imaging devices sold primarily to hospitals). If your mechanical engineering project is not too complex, or specificity is not extremely important, TLS can provide you with an engineering drawing with appropriate dimensioning and views

suitable for manufacturing. View TLS' primitive portfolio.

### 3.5.2. Data Visualization

Data Visualization encompasses creating plots, charts, and diagrams based on electronic data.

### 3.5.3. Data Conversion

Data conversion involves converting data in one format to another format, such as one database, spreadsheet, word-processing, file archive, graphic, or GIS file to another, or from one operating system to another, or both.

### 3.5.4. Data Archiving

Data archiving refers to the compression and extraction of files from compressed archives, or, to the process of storing files to removable media CD/DVD or external tape devices. TLS can help with complex projects requiring special CD/DVD writing techniques, the creation of indexes, catalogues, splash screens and launchers to display when CD/DVD's are inserted on different operating systems.

**Note:**

Please call or e-mail for quotes.

## 3.6. Training

TLS offers training for you and your staff at competitive rates. TLS can help achieve greater productivity with MS Windows Office Applications, common software, and computer related tasks. TLS provides the following training packages:

### 3.6.1. Basic Computer Network Administration

**Network Administration** - Learn how to keep your Windows Network running smoothly and efficiently by following a simple maintenance plan. Learn the most efficient and economical ways to scan for viri, malware, and spyware throughout your office. Learn how to use free administration software/services to avoid paying yearly subscription fees for anti-virus software. Covers Hard disk maintenance, backing-up/archiving data, storing/sharing data, updating software, using MS Windows Update Services, when you should and should not use automatic software updates, fundamental network services, controlling what applications are loaded into system memory at start-up, the effect of graphics and memory settings on system performance, diagnose common network problems,

understanding the event viewer, sharing printers and devices attached to other computers, configuring routers, securing (as far as it is possible) wireless routers, password and security policies for staff, and other administrative fundamentals for beginners.

### 3.6.2. Using MS Office

**Maximizing MS Office Productivity - Tips and Techniques for maximizing productivity with MS Office Applications.** Covers use of templates, basic macros for common tasks, differences between Excel and Access, automated tables of contents and tables of authorities, using Outlook for contact management and tracking time working with documents, using and assigning keyboard shortcuts, mail merge, styles, importing and exporting to different applications, configuring toolbars, file naming and saving, format painter, and using the clipboard.

### 3.6.3. Using the Internet Productively and Safely

**Getting the Most of the Web** - Learn how to use the internet safely and efficiently. Covers differences and benefits of browsers (Firefox, Seamonkey, MS Internet Explorer, Opera, etc.), using portals, using free web-based e-mail, understanding when to accept and reject cookies and site certificates, detecting suspicious web-sites and e-mails, web-page authoring fundamentals, fine tuning your browser for security, tools for downloading and sharing data over the internet, instant messaging, VOIP, using proxies, using plug-ins, understanding and using encryption, protecting your identity and privacy, optimizing your web searches, streaming media players, and beyond e-mail basics.

### 3.6.4. Intermediate Network Administration

**Intermediate Network Administration** - Designed for more advanced users, this package teaches ways to legally hack solutions to common problems on your own. Covers using the Microsoft Knowledge Base, finding and using shareware, using 'Scheduled Tasks', using the Command Prompt and 'Run', identifying and changing file extensions, manually removing applications, editing the Windows Registry, creating lists of files on a computer, password recovery, using a non-windows operating system on a recovery CD in the event of a system crash, identifying and removing suspicious software, finding and removing unwanted files, file permissions, controlling access to files, using compressed folders (.zip and stuffit archives), Linux/BSD solutions overview, and keeping device drivers up to date.

### 3.6.5. Introduction to Computer Graphics

**Introduction to Computer Graphics** - Basic information for creating and working with image files and graphics applications. Designed as a crash course for beginners who need to

work with images. Covers major image file formats (.tif, .jpg, .gif, .png, .bmp, .ai, .psd), differences between vector and bitmap formats, fundamentals of common/default imaging applications (MS Paint, Image Viewer/MS Imaging, Adobe Illustrator, Adobe Photoshop, Macromedia graphics, 3d Studio Max), choosing the right software, scanning images, burning and cataloging images, displaying images on the web, saving images from the web, converting images to different formats, printing, and working with images in MS Office applications.

Training packages are fully customizable and run from one or more hours in length, depending upon your needs.

Prices start at \$35 per hour. Please call or e-mail for quotes.

### **3.7. TLS Tech Bulletin**

Each week, or nearly each week, TLS distributes an e-mail bulletin discussing security issues, new technologies, and legal or cultural matters concerning computers and the internet. The TLS bulletin is aimed at providing critical information to novice or average computer users presented in an easily understood manner. TLS provides links to source materials, a brief description, and a recommendation, if necessary. The typically Tech Bulletin contains ten briefly encapsulated matters that can be reviewed in a very short amount of time.

For people who do not review technological issues on a daily basis, the tech bulletin can be a critical source of information for virus outbreaks, flawed patches from major vendors, Windows Update problems, internet scams, new - mostly free - technologies, and other matters impacting productivity.

The concept of distributing a tech bulletin arose from the fact that many colleagues and associations share the same questions and concerns about internet security and privacy. Busy legal and business professionals who use computers on a daily basis often don't have the time to learn how to use their computers safely and efficiently. TLS believes that internet security is only as strong as the weakest link and that educating colleagues with whom TLS does business is necessary to protect TLS from electronic threats.

Subscriptions to the TLS Tech Bulletin are now handled through e-mail. For further information and past issues, please see the Forum.

## **4. All**

## **5. TLS Web Forum**

TLS provides a secure web forum for clients and associates. The forum is powered by phpBB

and opens in a new browser window. Clients and registered associates may create their own forum discussions. Complete instructions for using the forum are located within the forum.

**Client Forum** - This forum is exclusively for use by clients represented by Turner Litigation Services.

**General Legal** - An open forum for news and general discussion of legal matters.

**TLS Tech Bulletin** - This forum is for subscribers to TLS Tech Bulletin. This forum contains an archive of TLS Tech Bulletins.

**Support** - This forum is for technical support with TLS products and services.

**-- CLICK HERE TO OPEN THE FORUM IN A NEW BROWSER WINDOW --**