

Dear iSubpoena Customer/User,

The health and safety of ISubpoena customers and users is our highest priority. As we continue to actively monitor developments related to coronavirus (COVID-19) we want to assure you that ISubpoena is taking all necessary health and safety precautions for both our customers and our employees.

iSubpoena is allowing the social distancing required to slow down the spread of the virus through the population. With court call offs and in app communications to Officers and Prosecutors, iSubpoena allows officers to be notified before getting to court when not needed to avoid public contacts.

We are being diligent about our policies and approach to managing our iSubpoena network and servers to maintain system integrity. With numerous individuals sheltering in place and or adhering to curfews, we understand that internet infrastructure integrity may be affected. We are consistently monitoring our network services and have taken the following steps:

- **Maintaining Network Reliability:** We will ensure that all of our customers maintain the connectivity they rely on. We are constantly monitoring our servers and network connectivity.
- **Support Assistance:** We're committed to serving our valued customers and ensuring they maintain reliable access to the online resources and information they want and need.
- **Employee Safety:** We're continually educating our staff on best practices, such as proper hygiene and social distancing. iSubpoena is setup to allow remote work to maintain employee protection.
- **Digital and self-service options:** If you need support with your iSubpoena App or account, access our support tools:
 1. Full iSubpoena support page <http://legalnotificationsservices.com/services.htm> to manage your account, troubleshoot service and more.
 2. You can also email support directly at support@legalnotificationsservices.com
 3. iSubpoena Mobile customers can visit <http://legalnotificationsservices.com/services.htm> by selecting their "Contact Support" link in their apps.
 4. iSubpoena web users can select the "support" link on their menu.
 5. Call our office at **(530) 736-4850** and select the support option

We understand that ISubpoena can play a vitally important role in your office in situations like this, by notifying officers when not needed for court so they can be utilized in other assignments. We're committed to doing our very best to support our customers, employees and communities throughout this challenging time.

As always, thank you for being an ISubpoena Customer.

Your ISubpoena Team

Useful Resources

CDC Website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC Informational Videos <https://www.cdc.gov/coronavirus/2019-ncov/communication/videos.html>

CDC Factsheets and Print Materials

<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

World Health Organization (WHO) <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

U.S. State Department <https://www.state.gov/coronavirus/>