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COMMUNICATIONS

What product or services does the firm use to block spam?

| | FIRMS | 2005 | 2004 |
|------------------|-----------|------------|------------|
| Postini | 51 | 37% | 36% |
| Tumbleweed | 22 | 16% | 15% |
| Frontbridge | 11 | 8% | 7% |
| Brightmail | 9 | 7% | 5% |
| Corvigo MailGate | 5 | 4% | 3% |
| MailMarshal | 5 | 4% | 3% |
| SpamAssassin | 5 | 4% | 4% |
| Surf Control | 5 | 4% | 3% |
| Trend Micro | 5 | 4% | — |
| IronMail | 3 | 2% | — |
| Message Labs | 3 | 2% | 2% |
| Other | 18 | 13% | 16% |

138 firms responding

(Some firms listed multiple products.)

What is the firm's policy on instant messaging?

| | FIRMS | 2005 | 2004 |
|---|-------|------|------|
| Forbid IM | 70 | 52% | 48% |
| Lawyers use third-party services like AIM | 33 | 25% | 26% |
| Manage IM internally | 31 | 23% | 26% |
| 134 firms responding | | | |

For webinars and online meetings, which service does the firm use? (Multiple choices allowed.)

| | FIRMS | 2005 | 2004 |
|--------------|-------|------|------|
| WebEx | 73 | 54% | 74% |
| NetMeeting | 21 | 15% | 5% |
| Live Meeting | 19 | 14% | 12% |
| Sametime | 4 | 3% | 4% |
| Sound Path | 4 | 3% | 4% |
| Raindance | 3 | 2% | 2% |
| Other | 16 | 12% | 13% |
| None | 4 | 3% | — |

136 firms responding

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