

Friday, March 28, 2008

CounterPoint Support Change

Dear John:

I am contacting you because our records indicate you have created a CounterPoint case or are listed as a primary contact for your organization.

Beginning Monday, March 31, CenterStage, Inc. will provide support for CounterPoint SQL. CenterStage specializes in all aspects of managing and servicing CounterPoint and Blackbaud has partnered with them to bring you the prompt, accurate, and courteous service you've come to expect.

If you have a question about CounterPoint, you may continue to call Blackbaud Customer Support at 1.800.468.8996 and select either The Raiser's Edge or The Financial Edge, and then select CounterPoint; your call will be transferred to a CounterPoint support analyst. You can also contact CenterStage directly at blackbaudsupport@itcenterstage.com. Their hours are 8:00 am - 8:00 pm ET, Monday through Friday.

Our support team will continue to support all Blackbaud products that integrate with CounterPoint, including The Raiser's Edge and The Financial Edge. Our hours of operation are 8:30 am - 8:00 pm ET, Monday through Thursday, and 9:00 am - 8:00 pm on Friday. For assistance with these or other Blackbaud products, please [create a case](#) or call us at 1.800.468.8996.

Please forward this email to any other CounterPoint users at your organization who contact support for assistance.

If you have any questions about this change, please feel free to contact me directly.

Regards,



Ben Brownlee
Director, Core Support
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1.800.468.8996 ext. 5436