



Avid/Digidesign
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November 29, 2010

Protools Fact Sheet

-What is Protools?

- Protools is a digital recording program that has grown to be the of choice of professional sound engineers everywhere.

-What's the difference between this program and others?

- Protools has become the industry standard for recording software because of the amount of effect plug-ins built into the program, ability to duplicate sounds without much manipulation, and the ability to take your tracks to just about any recording studio in the world and have it work.

-What's going on with this product correction I keep hearing about?

- In the last addition of Protools a glitch slipped by that causes a system freeze. We are determined to replace all defective products and make sure the Protools programs are worthy of the name.

-How do I return my defective product?

- All you have to do to return a defective product is fill out the appropriate form on Digidesign.com. The form is under the tab named product correction. After filling out your information we will send you a flat rate box so you can ship back your software and hardware.

-Will you keep me updated on what's going on with my program?

- Yes, you will receive letters and e-mails periodically through this process. They will inform you on progress and further instructions concerning the recall.

-What if I have more questions?

- For any questions please visit Digidesign.com and click on support/service. Then just follow the link that applies to you.