

## MEMORANDUM

**TO:** All Counsel  
**FROM:** Judge Sandra Bosso-Pardo  
**RE:** CourtCall Remote Appearances  
**DATE:** February 2014

As a means to increase efficiencies and reduce costs to participants, telephonic appearances are hereby allowed for parties and counsel on pre approved matters.

### **Scheduling and Notice for Hearings over (15 minutes)}**

1. No telephonic appearance over 15 minutes will be allowed unless it is made through CourtCall, an independent conference servicing company. Any request for multi party telephone appearance must be via Court Call. Upon consent of parties witnesses may testify via Court Call.
2. CourtCall facilitates the telephonic appearance of persons at hearings which have already been scheduled by regular means with the 15th Circuit Court of Florida. CourtCall does not set or calendar hearings for the Court.
3. Telephonic appearances must be arranged by contacting CourtCall by phone at (888) 882-6878 no later than 4:00 p.m. (EST) on the court day preceding a hearing date. CourteaU will provide participants with a written confirmation of their telephonic appearance and a number to call to make the telephonic appearance.
4. Persons electing to make a telephonic appearance shall notify all parties of the same either contemporaneously with any written notice of motion or via fax or e-mail (or, if the former are unavailable, by telephone) no less than 48 hours prior to the scheduled hearing date.
5. Mediations and PreTrials Conferences "MAY" be allowed via CourtCall at the discretion of the Court, but only for Good Cause

### **Appearance Procedure**

1. It is the responsibility of the person making a telephone appearance to dial into the call no later than five (5) minutes prior to any scheduled hearing(s).
2. Persons appearing telephonically shall state his or her name for the record each time he or she speaks and shall participate in the appearance with the same degree of courtesy and courtroom etiquette as is required for a personal appearance.
3. To ensure the quality of the record, the use of car phones, cellular phones, speakerphones, public telephone booths, or phones in other public places is prohibited.
4. If a person schedules a telephonic appearance and then fails to respond when the matter is called, the court may pass the matter or may treat the failure to respond as a failure to appear. Scheduling simultaneous telephonic appearances in multiple courts does not excuse a failure to appear. The Court will attempt to reasonably accommodate persons attempting to appear before the Court in multiple courtrooms.

### **Costs**

1. CourtCall is an independent service provider. By using the services of CourtCall, individuals are knowingly entering into a service agreement and are subject to follow any additional terms and conditions imposed by CourtCall and shall be solely responsible for any costs or other expenses incurred for those services provided. Under no circumstance shall the Court bear any costs for any telephonic appearance. CourtCall charges each participant a fee of \$30.00 for each CourtCall Appearance. There are no subscription fees.

### **Rejections, Refunds, and Suspension of Privileges**

1. The fact that a telephonic appearance is scheduled with CourtCall shall not be construed as a determination that the telephonic appearance is permitted by the Court. Parties and counsel are solely responsible for compliance with the Court's rules and procedures for telephonic appearances. The court reserves the right, at any time, to reject any telephonic appearance in violation with this rule or as otherwise necessary for the administration of justice. When the court rejects a telephonic appearance, it shall order a refund of the deposited telephonic appearances fees and send notice of the same to CourtCall, LLC.
2. The court shall also reserve the right to halt any telephonic appearance on any matter and order the attorneys to personally appear at a later date and time, in which case no refund is permitted.
3. The court reserves the right and sole discretion to suspend any person's ability to appear telephonically using CourtCall's services.

**For information about CourteaU please call CourteaU, not the participating Courtroom!!**