CourtCall
Remote Appearances. Simplified.

Considerations When the Self-Represented is
Making a Remote (Telephonic or Video) Appearance

Remote appearances offer fewer challenges and many opportunities but require a bit more explanation. Generally, the more the Judge or courtroom staff conveys to the self-represented about protocol, the better the compliance.

Access to justice is generally expanded, order is maintained and necessary parties are available requiring fewer continuances/resets.

Advantages

- Reduced security concerns in public areas
- Reduced risk of confrontation
- Comfort of victims
- Reduced security concerns in courtrooms
- Less courtroom disruption
- More control over proceedings
  - Audio – can mute microphones and/or disconnect, where appropriate meaning that removal from courtroom is without usual physical risks.
  - Video – can mute/disconnect and may also disable disruptive inbound video while continuing to transmit. Visual cues available.

Type of proceeding determines protocols.

- CMC/general case management
- Motion practice
- Testimony
- Trials – e.g. Fresno remote traffic offering

Directing the self-represented to any posted general courtroom preferences and information about tentative rulings is helpful. Remote providers can distribute tentatives where court does not otherwise post or distribute.

Describing the "rules of the road" at the time a court session commences – both when court staff join the remote proceeding and when the Judge takes the bench.

Do not view the remote participant as a being disrespectful to the Court or the process.

Simply letting the remote participant know that they are in the correct location and making any general announcements as to timing or order of proceedings makes a huge improvement. Remember, with no visual cue they simply need guidance.

Likewise, once the Judge takes the bench a comment on procedure/protocol is invaluable. For example: *I know that we have Mr./Mrs. --- on the phone, in court we have --- and ---. I will invite comment from you all in the following order: ---, --- and --- . Please do not interrupt.* Provide preliminary observations depending upon the Judge's normal style. The structure provided by court

staff and/or the Judge enables the self-represented to have the appropriate perception of his/her ability to participate and fairness in the process that will generally lessen agitation. People just want to "be heard/have their day in court".

Be clear when the proceeding is terminated. Where the Judge is using an operator attended service, the operator disconnects the remote participants at the Judge's direction.
Procedures are much easier with video as visual cues can be provided. Judges need to consider if they want to transmit ("be seen") only when the Judge can see the remote participant (reciprocity) or is the view of the Judge and the lectern (where appropriate) all that is necessary. Of course, where testimony is required, the remote participant must transmit to the courtroom.

Where a remote participant refuses to cease interrupting, the Judge can have the operator mute the remote microphone and proceed. The Judge can also simply terminate/suspend the proceeding, issuing necessary orders or requiring a personal appearance.

If a Judge has general problems interrupting a conversation, additional microphones are easily provided.

Technical Matters
Phone connectivity is relatively straightforward and the service provider has staff available for the Court and the remote participants to assure a clean and timely connection.

Video connectivity requires a bit more. The courtroom is usually equipped and staff made familiar with the general log in process. The provider coordinates advance testing with the remote participant to assure the familiarity with the log in in process, adequate computer technology, the presence of a webcam and sufficient bandwidth. The provider has staff available to assist remote participants or courtroom staff with rare real time issues.

Confirmations provided by the provider generally address common reminders and copies are attached.

Attorney Appearing: Delia Isvoranu
Firm: Sedgwick LLP

Tel: (415) 627-1442 **Fax:** (415) 781-2635
Representing: Defendant(s), Chevron Stations, Inc.

Cust. Ref. # : 12001000078

Per CRC 3.670, effective 7/1/13 the statewide fee for a CourtCall Appearance is $86.00, $20.00 of which is for the benefit of the Trial Court Trust Fund.

CONFIRMATION

Calendar Status

Your CourtCall Appearance has been confirmed for Judge Elihu M. Berle, Dept. 323 on Wednesday, December 2nd, 2015 at 11:00 AM PT

At five minutes prior to the above time, dial **(866) 588-0758** and dial access code **345930#**

Distributing/sharing your conference number(s) or **RECORDING** a CourtCall is **STRICTLY PROHIBITED** and subject to sanctions.

Los Angeles Superior Court-CCW (CA - US)

Case Name: David Thrash et al vs. Chevron Stations Inc.

Case Number: BC500663
Proceeding: Status Conference

CourtCall ID# 7293839 (not access code)

Be prompt, or your case may be heard without you!

If you encounter any problems or if the Court has not joined the call within 15 minutes, remain on your teleconference and have a staff member call CourtCall at (888) 882-6878 or (310) 342-0888.

Mandatory procedures for your CourtCall® Appearance are as follows:

Our Tax ID# 95-4568415

1. Please take a moment to review this Confirmation. If a change or correction is required, or if you have not received a Confirmation for each reservation made, please contact us at: (888) 882-6878 or (310) 342-0888.

2. It is the participant's responsibility to dial into the conference at least five minutes prior to the scheduled hearing time as CourtCall does not call the participant. If you are unavoidably late and your matter is being heard in Court which is already in session, you must wait for an appropriate moment to announce yourself. Do not interrupt the Judge.

Do not use a payphone, cellular phone, headset or speakerphone or incorporate/join this call into another conference call. Never place the conference on hold.

3. Once you have joined the call, an operator, clerk or the Judge may check you in. Alternatively, you may not be addressed until your case is called. Do not place the call on hold or allow anyone else to hold on your behalf. During the entirety of the call, you should be in a **quiet area** with your attention focused solely on the Court. Refrain from making or allowing any background noise such as cell phones ringing, intercoms, typing, paper-shuffling, dogs barking, etc., as the Court will not tolerate any disruptions on the line. If you are comfortable using the mute feature on your phone, you may use it but be sure to un-mute it when your matter is called.

4. If your matter is being heard in Court, listen carefully to proceedings as the Court may make general observations applicable to all matters, which will not be repeated. **When speaking with the Court identify yourself each time you speak.** The Court expects you to act professionally and failure to adhere to these instructions may result in the termination of your call or the entire conference, sanctions for a non-appearance, an order to appear in Court at the next session or other consequences the Court deems appropriate, as well as withdrawing the privilege of appearing remotely in the future.

5. It is the participant's (or scheduling party's) responsibility to notify CourtCall of any continuance or cancellation prior to the scheduled hearing time to have any previously paid fees applied to the continued hearing or to be eligible for a refund, as the Court will not notify CourtCall of any continuance or cancellation of your matter. Matters continued at the time of the hearing must be rescheduled and a new fee will apply. To continue or cancel your CourtCall Appearance, call (888) 882-6878 prior to the scheduled appearance time.

6. Please hang up your phone immediately after the Judge concludes your case.

Stop writing checks or tracking credit card charges, open a CourtCall Debit Account and receive a monthly ledger identifying each CourtCall Appearance. Please call our office for details. Our address is CourtCall LLC, 6383 Arizona Circle, Los Angeles, CA 90045.

COURTCALL'S LIABILITY CONCERNING THIS REMOTE APPEARANCE IS LIMITED TO THE FEE PAID TO COURTCALL.

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6383 Arizona Circle
Los Angeles, CA 90045
Phone: (888) 882-6878
Fax: (888) 883-2946
CourtCall.com
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YOUR REQUEST FORM/SERVICE COPY REGARDING THE FOLLOWING COURT APPEARANCE IS ATTACHED.

Delia Isvoranu
Sedgwick LLP
Tel: (415) 627-1442
Fax: (415) 781-2635

Per CRC 3.670, effective 7/1/13 the statewide fee for a CourtCall Appearance is $86.00, $20.00 of which is for the benefit of the Trial Court Trust Fund.

Case Name: David Thrash et al vs. Chevron Stations Inc.
Case Number: BC500663
Court Name: Los Angeles Superior Court-CCW (CA - US)
Dept/Judge: 323 / Judge Elihu M. Berle
Proceeding: Status Conference
Date/Time: Wednesday, December 2nd, 2015 at 11:00 AM PT

CourtCall ID: 7293839

STOP WRITING CHECKS OR TRACKING CREDIT CARD CHARGES - CALL COURTCALL TO OPEN A DEBIT ACCOUNT AND RECEIVE A MONTHLY LEDGER IDENTIFYING EACH COURTCALL APPEARANCE.

1. The CourtCall Appearance fee is: **$86.00**. Subject to any special conditions set forth on the accompanying Request Form, payment must be received by CourtCall no later than **November 30th, 2015**. If accepted, CourtCall Appearances scheduled after this date will be subject to an additional fee of **$30.00**.

2. Participants dial the toll-free conference number which will be provided in the Confirmation that CourtCall will send to you . **CourtCall does not call the participant**. Scheduling and payment instructions are provided in the attached Request Form.

3. Consent from opposing counsel is not required and participants can call from any touch-tone phone. Participants dialing in from outside the USA or Canada must call CourtCall at (888) 882-6878 or (310) 342-0888 in advance to obtain an international toll-number. **Payphones, cellular phones, headsets and speakerphones are not permitted and participants may not incorporate or join a CourtCall conference into another conference.**

4. It is the participant's (or scheduling party's) responsibility to notify CourtCall of any continuance or cancellation prior to the scheduled hearing time to have any previously paid fees applied to the continued hearing or to be eligible for a refund, as the Court will not notify CourtCall of any continuance or cancellation of your matter. Matters continued at the time of the hearing must be rescheduled and a new fee will apply. To continue or cancel your confirmed CourtCall Appearance, call (888) 882-6878 prior to the scheduled appearance time.

5. The foregoing information may have been obtained from court records which may not reflect recent calendar changes. If it is inaccurate because your appearance has been continued, please apply this information to the new date. If the matter is off calendar, you have no involvement in the case or you do not wish you use this service, please disregard this notice. **Do not call the Court Clerk**.

"Brings the Courtroom to the Lawyer's Desk" ®

COURTCALL VIDEO IS HERE! CourtCall is equipping Courtrooms of interested Judges with its state-of-the-art, browser-based video conferencing platform, enabling full video participation for traditional CourtCall Appearances! Lawyers only need a computer with sufficient bandwidth and a webcam to view and/or share video in accordance with a Judge's preferences. CourtCall can also arrange a custom video session for your principal, witness, carrier representative or other party for your trial, hearing, arbitration, mediation or other proceeding starting from $45.00. To learn more about video options, please ask a CourtCall representative.

Please visit our website at www.courtcall.com for a complete list of participating Courts and Judges across the US, Canada and other Jurisdictions. **Our representatives are available to make presentations for your firm, your clients, Bar Associations or other groups. Please call to schedule a presentation.**

IF YOU DO NOT WISH TO RECEIVE FURTHER FAX NOTICES/OFFERINGS FROM COURTCALL, PLEASE EITHER CALL US, TOLL-FREE AT (888) 882-6878 FROM 4:30 AM TO 5:25 PM PACIFIC TIME OR FAX US, TOLL-FREE AT 888-883-2946 ANYTIME, PROVIDING YOUR NAME AND THE FAX NUMBER(S) TO BE EXCLUDED.

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ATTORNEY OF RECORD: Delia Isvoranu **Firm:** Sedgwick LLP **Tel:** (415) 627-1442 **Fax:** (415) 781-2635 **State Bar No.** 226750 **Cust Ref #:** 12001000078 **ATTORNEY FOR** (Name): Defendant(s), Chevron Stations, Inc.	**DO NOT FILE WITH COURT** **COMPLETELY FILL OUT/CORRECT FORM BEFORE SUBMITTING TO COURTCALL** CourtCall ID #: 7293839
Los Angeles Superior Court-CCW (CA - US)	
Case Name: David Thrash et al vs. Chevron Stations Inc. Per CRC 3.670, effective 7/1/13 the statewide fee for a CourtCall Appearance is $86.00, $20.00 of which is for the benefit of the Trial Court Trust Fund.	**CASE NUMBER:** BC500663 **JUDGE/DEPT:** 323/Judge Elihu M. Berle **DATE/TIME:** Wednesday, December 2nd, 2015 at 11:00 AM PT **PROCEEDING:** Status Conference
REQUEST FOR COURTCALL APPEARANCE	Our Tax ID#: 95-4568415

1. _____(Name of specific attorney appearing remotely) requests a CourtCall Appearance at the above referenced proceeding and agrees to provisions of the Rule/Order/Procedure Re: CourtCall Appearances. **I UNDERSTAND THAT I DIAL INTO THE CALL FIVE MINUTES BEFORE ITS SCHEDULED START TIME. COURTCALL DOES NOT DIAL OUT TO ME.**
2. Not less than 2 Court days (Court holidays/weekends excepted) or 4:00 PM on the Court day prior to the hearing if the department posts tentative rulings, a copy of this document was served on all other parties and faxed or emailed to CourtCall at (888) 883-2946 or requestform@courtcall.com.
3. The CourtCall Appearance fee is: **$86.00** and payment must be received by CourtCall no later than **November 30th, 2015**. If accepted after this date, an additional fee of **$30.00** will apply.
4. **Payment options**

   Phone/Online: To receive immediate confirmation, call our Customer Service department at (888) 882-6878 or log in online at www.courtcall.com to make payment. We accept VISA, Mastercard, Discover, American Express and CourtCall Debit Accounts.

   Check: Company checks are also accepted by first providing your check number to a representative, entering it online or by faxing or emailing a copy of your completed check, with a copy of this Request Form to (888) 883-2946 or requestform@courtcall.com. Once you have received your confirmation, mail your original check, payable to CourtCall, LLC, 6383 Arizona Circle, Los Angeles, CA 90045. with your CourtCall ID number written in the memo section of your check**. Please note: Personal checks are not accepted.**
5. It is the participant's (or scheduling party's) responsibility to notify CourtCall of any continuance or cancellation prior to the scheduled hearing time to have any previously paid fees applied to the continued hearing or to be eligible for a refund, as the Court will not notify CourtCall of any continuance or cancellation of your matter. Matters continued at the time of the hearing must be rescheduled and a new fee will apply. To continue or cancel your confirmed CourtCall Appearance, call (888) 882-6878 prior to the scheduled appearance time.
6. Request forms are processed within 24 hours of receipt. Call CourtCall if you do not receive a Confirmation within 24 hours . **WITHOUT A WRITTEN CONFIRMATION YOU ARE NOT ON THE COURTCALL CALENDAR AND MAY BE PRECLUDED FROM APPEARING REMOTELY. COURTCALL'S LIABILITY CONCERNING THIS APPEARANCE IS LIMITED TO THE FEE PAID TO COURTCALL.**

MY SIGNATURE ON THIS DOCUMENT SERVES AS CONSENT FOR COURTCALL TO CONTINUE TO FAX (AT THE FAX NUMBER LISTED ABOVE UNDER "ATTORNEY OF RECORD") OR EMAIL NOTICES TO ME OR MY FIRM ADVISING OF UPCOMING APPEARANCES AND/OR OTHER OFFERINGS FROM COURTCALL UNTIL I OR MY FIRM ADVISES COURTCALL OTHERWISE.

Date: _____ Signature: _____

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