

## **COURTCALL®**

*Telephonic appearances at certain probate court hearings (see AO 14 also)*

Parties seeking to participate in these type hearings by telephonic appearance, may do so by using the services of CourtCall®, an independent conference call company with whom the New Hampshire Probate Courts have entered into a working arrangement.

### **Policy Governing Telephonic Appearances**

Telephonic appearances are allowed in all matters before the Probate Court **except** the following:

- a. Trials and evidentiary hearings.** For these matters, all counsel, parties and witnesses must appear in person.
- b. Any other matter designated by the Probate Court as one requiring a personal appearance.**

A party may participate by telephonic appearance in more than one case on a list. Any party solely interested in monitoring the Court's proceedings may participate by telephonic appearance in "listen only" mode.

If an individual schedules a telephonic appearance and then fails to respond to the call of the matter on the calendar, the Probate Court may pass on the matter or may treat the failure to respond as a failure to appear.

CourtCall® will provide a record of matters where telephonic appearances are made.

### **Scheduling a Telephonic Appearance using CourtCall®**

To set up your CourtCall® appearance, call 1-888-882-6878 at least 2 days prior to your scheduled hearing date. Holidays and weekends are not included. Parties must provide CourtCall® with the following information:

1. Case name and docket number.
2. Name of Probate Court and Judges name.
3. Hearing date and time.
4. Name, address, telephone number and facsimile number of participant.
5. Name of the party represented by the participant.
6. Matter on which the participant wishes to be heard or whether the participant intends to monitor the proceeding in "listen only" mode.

Participants will receive a confirmation and instruction via facsimile from CourtCall®

It is the participant's responsibility to dial into the call no later than 10 minutes prior to the scheduled hearing time (using the Probate Court's local time). Hearings start promptly whenever possible.

Because there may be another hearing taking place on the conference line, be patient and listen for when your case is called so that you can enter the virtual courtroom. If there is a hearing ongoing, please wait until that hearing is concluded to announce yourself after the call of the case. If no hearing is underway, announce yourself and the party you represent, as well as any other parties listening from your office.

### **Under no circumstances may any participant record or broadcast the proceedings of the Probate Court.**

To ensure the quality of the record for hearings using CourtCall®, the use of car phones, cellular phones, speaker phones or phones in other public place is **Prohibited**.

**Each time you speak**; identify yourself so that other participants and the court recorder will know who is speaking.

**Do not** place such a call on hold at any time.

The court reserves the right to end a telephonic hearing and order the attorneys to personally appear at a later date and time, in which case there will be no refund of fees paid.

When the Judge informs the participants that the hearing is completed, you may disconnect.

Failure to follow this prescribed procedure may result in an award of costs and attorney's fees to the properly appearing party.

**Information about CourtCall® policies** may be obtained at [www.courtcall.com](http://www.courtcall.com) or by calling 1-888-882-6878.

### **Fees**

The fee for CourtCall® telephonic appearances is **currently \$55.00** for each participant per call (whether "listen only" mode or not) and regardless of the length of the call. A late fee may also be assessed. See Administrative Order 14.

# **BENEFITS OF COURTCALL®**

## **The Attorney Benefits by:**

Increasing productivity by remaining at work while waiting on the phone line to be heard telephonically in court.

Eliminates wasted time lost in transportation to and from the Court, parking, and security check-in.

Billing Clients for CourtCall® fee is a much simpler process than searching through entire monthly phone bills to determine appropriate charges. Attorney receives confirmation from CourtCall® including case information to be used for billing purposes.

Attorneys receive excellent customer service from CourtCall® assisting and educating on the proper phone line etiquette and Court requirements.

## **The Client Benefits by:**

Reduced fees as a result of the savings achieved by eliminating attorneys wasted travel time and expenses.

## **The Community Benefits by:**

Overall reduction in litigation costs.  
Reduced air pollution by keeping cars off the highways.

## **Locations**

Coos County Probate Court  
(603) 788-2001

Grafton County Probate Court  
(603) 787-6931 ext. 261

Hillsborough County Probate Court  
(603) 882-1231

Rockingham County Probate Court  
(603) 642-7117 ext. 2300

## **Email us at**

[ProbateService@courts.state.nh.us](mailto:ProbateService@courts.state.nh.us)

## **Hours of operation**

Monday through Friday  
8:00 a.m. to 4:00 p.m.  
Except on Holidays



revised 10/1/09

# **COURT SERVICE CENTERS New Hampshire Probate Courts**

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**New Hampshire  
Probate Courts now  
participate in**

**COURTCALL®**

**Avoid canceling  
hearings.**

**Attend a hearing  
without leaving the  
office.**

(Look inside for more details)