

# US BANKRUPTCY COURT, DISTRICT OF MASSACHUSETTS TELEPHONIC HEARING PROCEDURES

## Best Practices for Telephonic Hearings

The following recommendations are made to preserve the integrity and recording of the hearing. Remember, if the judge cannot hear you due to issues such as technical difficulties or multiple speakers, the hearing will be impacted, and the transcriptionist will have difficulty transcribing. **If you experience issues connecting to the hearing, please try both the toll free and regular toll number. If you are unable to access the hearing or experience issues during the hearing, please email the courtroom deputy immediately.** Courtroom Deputy contact information is provided on page 2.

### TELECONFERENCE CODES BY JUDGE

Name	Toll Free Number	Toll Number	Access Code
CHIEF JUDGE PANOS	8778738018	6366513182	1167883
JUDGE BAILEY	8773361839	6366510008	7925100
JUDGE HOFFMAN	8886752535	2154460145	3497831
JUDGE KATZ	8883634734	2154463656	4964809
JUDGE BOSTWICK	8773361839	6366510008	1378281

### Equipment and Setting

- **USE A LANDLINE unless that is not possible** as it provides the optimal sound quality for both listening and speaking.
- **DO NOT** use the speaker phone feature as it distorts the sounds for all participants. **MUTE YOUR LINE** until you are speaking (see instructions below where your phone is not equipped with mute feature).
- **Use of Headsets** – Headsets can be very useful while attending a conference call. They allow for freedom of movement, help ergonomically, and may help a participant hear better. However, the qualities of these devices vary, so be aware of the possible sound/voice issues that may arise.
- **Use of Mobile Phone Where Landline Is Not Available** – Mobile phone use is possible, but not recommended. Mobile phone service drops and/or static may affect the conference. If you do call from a mobile phone, please avoid moving while speaking to avoid these issues.

### Protocol for Joining the Telephonic Hearing

- Call from a quiet setting. Background noise can often be heard, making hearing you and transcribing the proceedings difficult.
- Upon entry into the conference, understand there may be multiple hearings taking place so please immediately mute your phone and wait until your case is called to identify yourself.
- When your case is called, please state your name and affiliation.
- Attorneys should indicate if their client has joined the call and that the client understands the client is in “listen only” mode.
- The Courtroom Deputy may either initiate a verbal roll call or electronically via AT&T bridge.

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## During the Telephonic Hearing

- Identify yourself each time you speak.
- Speak clearly and pause frequently when delivering complicated material. Try to speak naturally.
- Don't interrupt. Interruptions delay the hearing and make transcribing difficult.
- When you hear the judge speaking, please stop talking so that the judge can ask a question or otherwise direct the hearing.
- Notify the courtroom deputy if you are having technical issues as soon as they arise to avoid issues with the judge and/or transcriptionist understanding the proceedings.
- **Mute your phone to avoid extraneous sounds**, such as music, coughing, talking, eating, etc. This may be distracting to others in your conference and make it difficult for some to hear the ongoing conversation. **If you do not have a mute button on your phone, you or your participants can press a \*6 to mute their individual lines. If they wish to speak, they can press a \*6 to un-mute their lines to speak.**
- **Please avoid placing the call on hold before, during, or after the hearing as any background music may interrupt other hearings.**

## Leaving the Telephonic Hearing

- Wait for instructions from the courtroom deputy before leaving the call.
  - **Do not hang up until the hearing is adjourned or the court indicates that your presence is no longer necessary.**

## Courtroom Deputy Contact Information (Please note underscore between first and last name)

Judge	Courtroom Deputy	Email
Chief Judge Panos	Halina Magerowski	Halina_Magerowski@mab.uscourts.gov
Judge Bailey	Mary Murray	Mary_Murray@mab.uscourts.gov
Judge Hoffman	Regina Brooks	Regina_Brooks@mab.uscourts.gov
Judge Katz	Stephen Reynolds	Stephen_Reynolds@mab.uscourts.gov
Judge Bostwick	Leah Kaine	Leah_Kaine@mab.uscourts.gov