



## **Customer Service Hours for the Clerk's Office and CM/ECF Support** Effective April 30, 2007

Since the implementation of CM/ECF in the Southern District of Florida on October 12, 2006, the Clerk's Office has provided support to CM/ECF users before and after regular office hours. The extended hours enabled new CM/ECF users to contact the Clerk's Office with questions about electronically filing documents and the CM/ECF system in general. Due to the decline of walk-up customers in the divisions and telephone calls to the Help Desk during these extended hours, the following hours will go into effect **Monday, April 30, 2007:**

### **General Office Hours**

The Clerk's Office in the Miami, Fort Lauderdale, West Palm Beach and Fort Pierce divisions will be open to the general public from 8:30 a.m. to 4:30 p.m. on regular business days. Customer service will also be provided over the telephone from 8:30 a.m. to 5:00 p.m. in these divisions. Due to limited staffing, these hours do not apply to the Key West office.

### **Support for CM/ECF Users**

Additional walk-up support for CM/ECF users will be provided by staff in the Miami, Fort Lauderdale, and West Palm Beach divisions from **4:30 p.m. to 5:30 p.m.** on regular business days. Due to limited staffing, customer service during this time will only be provided to CM/ECF users.

In addition, the CM/ECF Help Desk will provide **telephone** support from **8:30 a.m. to 5:30 p.m.** The telephone number for the CM/ECF Help Desk is 1-888-318-2260.