

❖ PACER Service Center ❖

Quarterly Announcements

www.pacer.gov

October 2010

PACER Quarterly Invoice Redesigned

We are excited to announce a redesigned format of the PACER quarterly invoice. The changes were implemented to make the invoice easier to read and understand. As shown in the sample invoice below, the new, simplified invoice contains text boxes with important information such as news and announcements and PACER Service Center contact information. In addition, a new billing page, www.pacer.gov/billing, is now available and will serve as a central location for all billing inquiries, topics, and more.

Key to important information on the new PACER invoice:

- A** Charges generated and rate information for accessing reports and documents.
- B** Charges generated and rate information for audio files
- C** Total current charges and previous balance, if any
- D** Total balance due to the PACER Service Center
- E** News and announcements text box that will change each quarter
- F** Account-specific information
- G** PACER Service Center contact information
- H** Billing page URL, billing instructions and credit card payment information
- I** Payment coupon to return with payment by check


PACER
 Public Access to Court Electronic Records

INVOICE
 Invoice Date: 10/07/2010
 Usage From: 07/01/2010 to: 09/30/2010

Account Summary

Total Billable Pages:	136
Rate:	\$0.08
Subtotal:	\$10.88
Audio Files:	2
Rate:	\$2.40
Subtotal:	\$4.80
Total Current Charges:	\$15.68
Previous Balance:	\$0.00
Account Balance:	\$15.68
Total Amount Due:	\$15.68

Digital Audio Recording Project

Digital audio recordings are now available to the public via internet access to the PACER system. In March 2010, the Judicial Conference approved the plan to make digital audio recordings available on PACER after a two-year pilot project showed significant public interest in accessing these files. The new digital files cost \$2.40.

The presiding judge determines if the audio recording will be posted on PACER. Digital audio recording is used in most bankruptcy and many district courts (where magistrate judges account for most of the usage).

The following seven courts provide access to audio files through the PACER system: the U.S. District Courts in Nebraska and the Eastern District of Pennsylvania; the U.S. Bankruptcy Courts in the Eastern District of North Carolina, Northern District of Alabama, Southern District of New York, Rhode Island and Maine.

Contact Us

San Antonio: (210) 301-6440
 Toll Free: (800) 676-6856
 Hours: 8 am - 6 pm CT M-F
pacer@psc.uscourts.gov

See www.pacer.gov/billing for detailed billing transactions, instructions for disputing transactions, FAQs and more.

It's quick and easy to pay your bill online with a credit card. Visit the **Manage My PACER Account** section of the PACER Service Center web site at www.pacer.gov

The PACER Federal Tax ID is: **74-2747938**

Questions about the invoice?
 Visit www.pacer.gov/billing

Please detach the coupon below and return with your payment. Thank you!


PACER
 Public Access to Court Electronic Records

Account ID	Due Date	Amount Due
TE0000	11/02/2010	\$15.68

Do not send cash. Make checks or money orders drawn on a U.S. Bank in U.S. dollars payable to: PACER Service Center. Include your account ID on the check.

Visit <http://www.pacer.gov> for address changes.

Carlotta Tendent
 Tendent and Assoc.
 123 Prime St.
 Trenton, NJ, 08618



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Audio Recordings of Court Hearings Available through PACER

Files containing digital audio records of court hearings are now accessible through PACER. At its meeting in March 2010, the Judicial Conference approved the initiative after a two-year pilot project. A fee of \$2.40 per audio file was also approved by the Conference.

Digital audio recording is used in most bankruptcy and many district courts (where magistrate judges account for most of the usage). Currently, the following courts provide access to audio files through the PACER system with more courts to be added at a later date: the U.S. District Courts in Nebraska and the Eastern District of Pennsylvania; the U.S. Bankruptcy Courts in the Eastern District of North Carolina, Middle District of Florida, Northern District of Alabama, Rhode Island and Maine. Many other courts are in the early stages of implementing the initiative.

Digital recordings of hearings can be identified by running a Docket Activity Report and selecting the "Audio" category. Entries on the Docket Report with the audio icon denote files that contain audio recordings, as reflected in the sample below.

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PDF with attached Audio File. Court Date & Time [7/7/2010 10:58:37 AM]. File Size [2400 KB]. Run Time [00:02:30]. (). (admin).

PACER Assessment Results

In 2009, the Federal Judiciary conducted a year-long, comprehensive assessment of PACER services. 86 percent of users reported that they were satisfied with PACER and view it as a good value. Respondents who reported being aware of the PACER Service Center as a source of help are significantly more satisfied than those who were not. PACER strengths were identified as being more cost-effective, faster, and more efficient than previous methods of accessing information. Additional noted strengths were the convenience of anytime remote availability and being a reliable, authoritative source.

Opportunities for improvement include expanded search functionality, more streamlined navigation with fewer clicks, and more efficient ways to use current features. Better communications with users about new features and clearer billing practices were also mentioned in the assessment results.

Check www.pacer.gov for more information about the results of the assessment.

Password Changes

Has an employee left your firm? Don't forget to change your password.

To prevent the unauthorized use of PACER accounts, the PACER Service Center recommends changing passwords every 90 days. It is possible to change passwords at www.pacer.gov. Select "Manage My PACER Account." After logging in, select "Change Password."



General Information

The PACER Service Center hours of operation are 8:00 AM to 6:00 PM Central time, Monday through Friday. The service center is closed for Federal holidays including October 11 for Columbus Day, November 11 for Veteran's Day, November 25 for Thanksgiving, and December 24 for Christmas during 2010.

Questions or Comments regarding information in the announcement?

Email pacer@psc.uscourts.gov or call (800) 676-6856.