

**SCHEDULING INSTRUCTIONS
PURSUANT TO THE
CARES ACT**

FOR PRACTITIONERS

IN THE

EASTERN DISTRICT OF TENNESSEE

4/6/2020

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OVERVIEW

1. One courtroom per courthouse will be used. (Chattanooga 1B, Knoxville 3A, Greeneville 300).
2. Only one courtroom deputy will be available in-person in each division each day.
3. District judges schedule hearings on Tuesdays and Thursdays.
4. Magistrate judges schedule hearings on Mondays, Wednesdays, and Fridays. Each division will designate one magistrate judge to handle all initial appearances for the day irrespective of whose case it is.
5. If the defendant consents, hearings enumerated in the CARES Act (“CARES Act hearings”) should be by video conference unless video conferencing is unavailable. If video conferencing is unavailable, then the hearing should be conducted by telephone conference. Otherwise, the hearings must be in-person.
6. All hearings, civil and criminal, not enumerated in the CARES Act (“non-CARES Act hearings”) should be held by telephone conference except under exceptional circumstances or delayed until such time as feasible in light of the COVID-19 pandemic.
7. All hearings, whether held by video or telephone conference, will be accessible to the public. The information for public access to these hearings will be listed on the public calendar.
8. If the video or telephone proceeding involves an interpreter, the interpreter cannot provide simultaneous interpreting due to the limitations of the conference services and the need for the defendant’s presence on the telephone/video call. As such, this will require consecutive interpreting which will add to hearing length.
9. Defense counsel and the defendant will be able to communicate nearly simultaneously during a telephone conference hearing using AT&T and during a video conference hearing using Zoom. Until the Court receives its Zoom licensure, video conferences will be held using Jabber Client, which does not allow private communications between defense counsel and client once the hearing begins. During this interim period using Jabber Client, defense counsel and the defendant will speak privately via video conference 30 minutes prior to the scheduled hearing. The remaining attendees,

including the Court, will join at the hearing start time. Hearings must be scheduled with 30 minutes between the end of the first hearing and the start of the next defense counsel/defendant conference time.

10. Procedures for scheduling initial appearances: If a defendant is at the courthouse *before* 1:30 p.m., the hearing will be scheduled for that afternoon. Otherwise, the defendant should be brought to the courthouse on the next available magistrate judge court day. Probation may give oral pretrial reports in lieu of written reports if time does not permit written reports. Drug screens will be available upon request by the magistrate judge.
11. Search warrant approvals will continue without change.

DETAILED PROCEDURES

Generally

1. Schedule District Judge hearings on Tuesdays and Thursdays in each division using the same courtroom. (Chattanooga Courtroom 1B, Greeneville Courtroom 300, and Knoxville 3A)
2. Schedule Magistrate Judge hearings on Mondays, Wednesdays, and Fridays using the same courtroom. (Chattanooga Courtroom 1B, Greeneville Courtroom 300, and Knoxville 3A).
 - a. In Knoxville and Chattanooga, the Magistrate Judges will not schedule hearings at the same time because only one courtroom will be available.
 - b. The Chattanooga and Knoxville Magistrate Judges will designate one magistrate judge to handle all IA's each day without regard to the magistrate judge assigned to case. The duty Magistrate Judge will be noted on the Knoxville Clerk and Chattanooga Clerk calendars.
3. Schedule all CARES Act hearings¹ for a video conference hearing instead of an in-person hearing if defendant consents. Only CARES Act hearings will be held by video conference absent exceptional circumstances. If video conferencing is unavailable, then the hearing should be conducted by telephone conference.
4. All hearings, civil and criminal, not enumerated in the CARES Act should be held by telephone conference except under exceptional circumstances.
5. Courtroom deputies, if required for a hearing, will be present in court with the understanding that only one CRD will be available at any one time. All CARES Act hearings will require the hearing to be recorded. CRD and/or court reporter participation, should be by video/telephone if at all possible. When a court reporter appears remotely, whether by telephone or video conference, participants in the hearings must identify themselves for the record before each time they speak. Judges can ensure a clean record by having participants follow the Instructions for Creating a Clear Record which can be found on the bench and in Appendix A.
6. Probation will attend hearings in the following ways:
 - a. Video conference:
 - i. Initial Appearances
 - ii. Arraignments
 - iii. Detention Hearings

¹ Detention hearings under 18 U.S.C. § 3142; Initial appearances under Rule 5 of the Federal Rules of Criminal Procedure; Preliminary hearing under Rule 5.1 of the Federal Rules of Criminal Procedure; Waivers of indictment Rule 7(b) of the Federal Rules of Criminal Procedure; Arraignments under Rule 10 of the Federal Rules of Criminal Procedure; Probation and supervised release revocation proceedings under Rule 32.1 of the Federal Rules of Criminal Procedure; Pretrial release revocation proceedings under 18 U.S.C. § 3148; Appearances under Rule 40 of the Federal Rules of Procedure; Misdemeanor pleas and sentencing as described in Rule 43(b)(2) of the Federal Rules of Criminal Procedure; Proceedings under chapter 403 of title 18, United States Code (commonly known as the "Federal Juvenile Delinquency Act"), except for contested transfer hearings and juvenile delinquency adjudication or trial proceedings; and Felony pleas under Rule 11 of the Federal Rules of Criminal Procedure and felony sentencing under Rule 32 of the Federal Rules of Criminal Procedure upon a finding by the presiding district judge that the plea or sentencing cannot be further delayed without serious harm to the interests of justice.

- iv. Revocation Hearings
- b. Telephone conference as a participant:
 - i. Sentencing Hearings
 - ii. Any other CARES Act hearings not listed in subsections a. and c.
- c. Telephone conference as a public user or Courtroom Audio:
 - i. Change of Plea Hearings
 - ii. Any non-CARES Act Hearings

Initial Appearances When the Defendant Consents to a Video Conference

District-Wide

1. At this time, all newly-arrested defendants will be brought to the Courthouse for processing and will participate in the hearing by video conference from the USMS cellblock in each division provided the consent after consultation with counsel.
2. If a defendant is arrested and brought to the courthouse before 1:30 PM on Mondays, Wednesdays and Fridays, the defendant will appear before the duty Magistrate Judge that afternoon subject to availability of federal defenders, CJA attorneys and AUSAs.
3. If a defendant is arrested and brought to the courthouse after 1:30 PM on Monday or any time on Tuesday, the defendant will be scheduled for an initial appearance on Wednesday morning.
4. If a defendant is arrested and brought to the courthouse after 1:30 PM on Wednesday or any time on Thursday, the defendant will be scheduled for an initial appearance on Friday morning.
5. If a defendant is arrested and brought to the courthouse after 1:30 PM on Friday, the defendant will be scheduled for an initial appearance on Monday morning.
6. Defendants arrested over weekends will continue to be brought before the Magistrate Judge on Mondays.
7. When the defendant consents, he/she will attend via VTC connections established within the USMS cellblocks. Any documents required by Probation or the Court can be signed in one of two ways:
 - a. A conformed signature by defense counsel with the defendant's permission (**preferred by all agencies**), or
 - b. Defense counsel, Probation Officers, Clerk's Office staff and/or USMS personnel could obtain signatures while the defendant remains in the attorney visitation room near the cellblock.² The USMS suggests this as a viable option in all divisions as it would keep contact to a minimum and diminish exposure by the screened partition. Each party should use his/her own pen.
8. If the VTC connection is established with Jabber Client instead of Zoom, defense counsel and defendant will not be able to communicate nearly simultaneously during the hearing. As such, the Jabber Client video conferences will need to be scheduled for an additional 30 minutes prior to the judge's start time to allow for defense counsel and the defendant to meet. For example, if the judge wants the hearing to start at 9:00 a.m., then chambers must schedule the video conference at 8:30 a.m. to allow defense counsel time to meet with his/her client. **NOTE: Back-to-back hearings will not be possible.** All video conference hearings must be scheduled with **at least 30 minutes between** the end of the first hearing and the start of the defense counsel/defendant conference time to allow for disconnections and newly established connections.
9. Probation may conduct any intake interviews in the attorney visitation room in the USMS cellblock area in all divisions. The Probation Officer may provide the Magistrate Judge with an oral pretrial report at the initial appearances if there is insufficient time to provide a written report.
10. If a defendant does not consent to a video conference, the hearing shall proceed in-person.

² The largest meeting rooms in each division will be used to ensure maximum distancing.

Division-Specific When Defendant Consents to Proceed by Video Conference

1. Greeneville Initial Appearance Procedure:

- a. The Clerk's Office will secure either the Federal Defender's Office or CJA panel attorney depending on any known attorney conflicts and advise the attorney that they can remotely meet their client 30 minutes prior to the scheduled time. The hearing details will be forthcoming.
- b. The Clerk's Office will email the VTC connection information to all attendees. The defendant's attorney will be included on the email so they receive the same connection information and know to connect 30 minutes prior to the hearing time. All parties will be instructed to connect 5 minutes prior to the start time except for defense counsel. Defense counsel should already be connected from the attorney/client interview.
- c. The Clerk's Office will add the hearing to the Greeneville Court Calendar and include that the hearing is via video conference. The entry will include call-in information for the public.
- d. Prior to the hearing, Probation will meet with the defendant in the attorney visitation room near the cellblock. The USMS suggests this as a viable option as it will keep contact to a minimum and diminish exposure by the screened partition. Each party should use his/her own pen to obtain any signatures on documents or conformed signatures by permission can be accepted.
- e. The USMS will turn on the VTC connection in the cell block 30 minutes before the scheduled hearing. Defense counsel will remotely connect to the VTC for the atty/client meeting. During this meeting, defense counsel should discuss their client's permission and consent to the VTC proceeding. Upon oral consent, the attorney will complete the VTC form and email it to Wyrick_Chambers@tned.uscourts.gov before the start of the proceeding. Chambers will affix the judge's signature and save to the Q drive for docketing.
- f. All parties, except defense counsel, should connect 5 minutes before the hearing start time. Defense counsel should already be connected.
- g. The judge will appear for the hearing in the courtroom with the Courtroom Deputy. No CSO is required.
- h. If the defendant will be released on bond, the judge will review the conditions via VTC and advise the defendant that the conditions will not take effect until the defendant signs the paperwork. The judge will sign the paperwork while in the courtroom with the Courtroom Deputy.
- i. At the conclusion of the hearing, the Courtroom Deputy will bring the paperwork to the USMS to secure the defendant's signature. After the defendant signs the paperwork, the Courtroom Deputy will provide copies to USPO and USMS. The defendant will not be released on bond until a signed copy of the paperwork is executed.

2. Knoxville Initial Appearance Procedure:

- a. The Clerk's Office will secure either the Federal Defender's Office or CJA panel attorney depending on any known attorney conflicts and advise the attorney that they can remotely meet their client 30 minutes prior to the scheduled time. The hearing and connection details will be forthcoming in an email.
- b. Chambers will add the hearing to the Knoxville Court Calendar and include that the hearing is a video conference. The entry will include call-in information for the public.
- c. Prior to the hearing, Probation will meet with the defendant in the attorney visitation room near the cellblock. The USMS suggests this as a viable option as it will keep contact to a minimum and diminish exposure by the screened partition. Each party should use his/her own pen to obtain any signatures on documents or conformed signatures by permission can be accepted.
- d. The USMS will turn on the VTC connection in the cell block 30 minutes before the scheduled hearing. Defense counsel will remotely connect to the VTC for the atty/client meeting. During this meeting, defense counsel should discuss their client's permission and consent to the VTC proceeding. Upon oral consent, the attorney will complete the VTC form and email it to Guyton_Chambers@tned.uscourts.gov or Poplin_Chambers@tned.uscourts.gov before the start of the proceeding. Chambers will affix the judge's signature and save to the Q drive for docketing.
- e. All parties, except defense counsel, should connect 5 minutes before the hearing start time. Defense counsel should already be connected.
- f. The judge will appear for the hearing in the courtroom only with the Courtroom Deputy. No CSO is required.
- g. If the defendant will be released on bond, the judge will review the conditions via VTC and advise the defendant that the conditions will not take effect until the defendant signs the paperwork. The judge will sign the paperwork while in the courtroom with the Courtroom Deputy.
- h. At the conclusion of the hearing, the Courtroom Deputy will bring the paperwork to the USMS to secure the defendant's signature. After the defendant signs the paperwork, the Courtroom Deputy will provide copies to USPO and USMS. The defendant will not be released on bond until a signed copy of the paperwork is executed.

3. Chattanooga Initial Appearance Procedure:

- a. The Courtroom Deputy will secure either the Federal Defender's Office or CJA panel attorney depending on any known attorney conflicts and advise the attorney that they can remotely meet their client 30 minutes prior to the scheduled time. The hearing and connection details will be forthcoming in an email.
- b. The Courtroom Deputy will email group the VTC connection information to all attendees. The defendant's attorney will be included on the email so they receive the same connection information and know to connect 30 minutes prior to the hearing time. All parties will be instructed to connect 5 minutes prior to the start time except for defense counsel. Defense counsel should already be connected from the attorney/client interview.
- c. Chambers will add the hearing to the Chattanooga Court Calendar and include that the hearing is a video conference. The entry will include call-in information for the public.
- d. Prior to the hearing, Probation will meet with the defendant in the attorney visitation room near the cellblock. The USMS suggests this as a viable option as it will keep contact to a minimum and diminish exposure by the screened partition. Each party should use his/her own pen to obtain any signatures on documents or conformed signatures by permission can be accepted.
- e. The USMS will turn on the VTC connection in the cell block 30 minutes before the scheduled hearing. Defense counsel will remotely connect to the VTC for the atty/client meeting. During this meeting, defense counsel should discuss their client's permission and consent to the VTC proceeding. Upon oral consent, the attorney will complete the VTC form and email it to [Lee Chambers@tned.uscourts.gov](mailto:Lee_Chambers@tned.uscourts.gov) or [Steger Chambers@tned.uscourts.gov](mailto:Steger_Chambers@tned.uscourts.gov) before the start of the proceeding. Chambers will affix the judge's signature and save to the Q drive for docketing.
- f. All parties, except defense counsel, should connect 5 minutes before the hearing start time. Defense counsel should already be connected.
- g. The judge will appear for the hearing in the courtroom only with the Courtroom Deputy. No CSO is required.
- h. If the defendant will be released on bond, the judge will review the conditions via VTC and advise the defendant that the conditions will not take effect until the defendant signs the paperwork. The judge will sign the paperwork while in the courtroom with the Courtroom Deputy.
- i. At the conclusion of the hearing, the Courtroom Deputy will bring the paperwork to the USMS to secure the defendant's signature. After the defendant signs the paperwork, the Courtroom Deputy will provide copies to USPO and USMS. The defendant will not be released on bond until a signed copy of the paperwork is executed.

Video Conferences Using VTC and Jabber Client³

1. A spreadsheet with the detention facilities' video conferencing capabilities can be found in Appendix C. In-person hearings may be necessary for CARES Act hearings if video and telephone conferences cannot be scheduled or if the defendant does not consent. If an in-person hearing is required, counsel may still participate in the courtroom or by video or telephone conference, but video conference participation is preferred.
 - a. **NOTE:** If defense counsel attends in the courtroom, he/she may still have private conversations with his/her client as long as no other party is connected remotely. The same holds true if the only remote parties are defense counsel and defendant as audio in the courtroom can be muted. These instructions will be included in the email described in number 7. If, however, any other remote connection is established other than defense counsel and defendant (such as an AUSA), then private conversations cannot occur because remote parties cannot be prevented from hearing each other's audio. As such, the hearing will need to be scheduled for an additional 30 minutes prior to the judge's start time to allow for defense counsel and the defendant to meet. For example, if the judge wants the hearing to start at 9:00 a.m., then chambers must schedule the video conference at 8:30 a.m. to allow defense counsel time to meet with his/her client.⁴
 - b. **NOTE:** The VTC system can only accommodate four video connections other than the Courtroom, for a total of five. However, there can be numerous telephone conference connections that tap into the video connection. Thus, Chambers will need to schedule hearings with this in mind.⁵
2. All CARES Act proceedings will need to be recorded and arrangements made for that.
3. Chambers will schedule all video conferences with the detention facilities (and parties if chambers wants to check with the parties prior to scheduling) according to the judge's calendar.
4. Once Chambers has a confirmed date and time, it will officially set the hearing via its normal course, i.e. email to Clerk's Office for an ECF Notice, Order, Text Order, ECF Form Order, etc. The notice or order should state that the parties should email any evidence to the generic chambers email account and the divisional Clerk's Office account⁶ **prior** to the hearing.⁷ The courtroom deputy will handle exhibits in accordance with Local Rule 43.3 and create an exhibit list.
5. The hearing should be noted on the calendar by the appropriate person, and it will include that it is a video conference. The calendar entry should also include call-in information for the public. **All video conference hearings must be accessible to the public unless sealed.**
6. The Clerk's Office will provide identification information and instructions on joining the conference to all attendees, including the detention facilities.
7. Separate instructions will be sent to courtroom deputies on how to connect interpreters. The interpreter cannot provide simultaneous interpreting due to the limitations of the

³ Once the Court's Zoom account is finalized, all video conferences will be conducted via Zoom. New instructions will be sent at that time and will be included as Appendix D.

⁴ Zoom can accommodate separate communications between defense counsel and defendant.

⁵ Zoom can accommodate many more video connections.

⁶These are: grvlclerk@tned.uscourts.gov; knoxclerk@tned.uscourts.gov; and chatclerk@tned.uscourts.gov.

⁷ Zoom offers additional features that allows for simultaneous display and electronic sharing.

conference services and the need for the defendant's presence on the video call. As such, this will require consecutive interpreting which will add to hearing length.

8. The public will only be able to listen to video conferences via a separate telephone conference number. The public will not be able to view the video feed. The CRD will add the public's telephone conference call number to the video conference participant list. The public will then join the video conference the same way it does for telephone conference hearings by dialing a number that is listed on the public calendar.

Telephone Conferences Using AT&T

1. Detailed instructions for setting up AT&T telephone conferences are available in Appendix B. **These instructions also include where this information can and cannot be posted.**
2. **FOR SPECIFIC ATTENDEES:**
 - a. If video conferencing is not available for a defendant at a detention facility, then chambers will schedule the telephone conference with the detention facility (and parties if chambers wants to check with the parties prior to scheduling) according to the judge's calendar. When a hearing occurs via telephone conference, it is possible for defense counsel and defendant to speak privately during the hearing in a "breakout room." An interpreter can also be "broken out" to join this private conversation if necessary. Courtroom deputies will receive separate instructions for creating breakout rooms.
 - b. If an attendee is a pro se litigant, then Chambers will need to notify the Clerk's Office at the time chambers formally schedules the hearing, so the Clerk's Office can mail the litigant the call-in information and instructions.
 - c. If the attendee is an interpreter, then the courtroom deputy will follow separate instructions to establish the connection. The interpreter cannot provide simultaneous interpreting due to the limitations of the conference services and the need for the defendant's presence on the telephone call. As such, this will require consecutive interpreting which will add to hearing length.
3. Chambers will officially set the hearing via its normal course, i.e. email to Clerk's Office for an ECF Notice, Order, Text Order, ECF Form Order, etc. The notice or order should state that the parties should email any evidence to the generic chambers email account and the divisional Clerk's Office account⁸ **prior** to the hearing. The courtroom deputy will handle exhibits in accordance with Local Rule 43.3 and create an exhibit list.
4. The hearing should be noted on the calendar by the appropriate person, and it will include that it is a telephone conference. The calendar entry should also include call-in information for the public. **All telephone conference hearings must be accessible to the public unless sealed.**
5. **NOTE:** Each judge's AT&T conference phone number includes the option to record calls. Even if a court reporter is present on the call or the call is being recorded using ECRO, Judges could use this option for in-chambers purposes. If used, the parties should be informed that the call is being recorded but it is not an official recording and will not be available to them. **THIS RECORDING CANNOT BE USED FOR GENERATING THE OFFICIAL TRANSCRIPT IF ONE IS REQUIRED/REQUESTED.**

⁸These are: grvclerk@tned.uscourts.gov; knoxclerk@tned.uscourts.gov; and chatclerk@tned.uscourts.gov.

Instructions for Creating a Clear Record in the Courtroom

- Upon speaking for the first time, counsel should identify themselves for the record. Spell their name and state whom they represent.
- If the court reporter is appearing by telephone or video conference, the speakers must state their names before each time they speak.
- Participants appearing remotely, whether by telephone or video conference, should mute their microphones when they are not speaking.
- Instruct witnesses to clearly state and spell their names for the record.
- Give the court reporter the correct spellings of unusual or technical names and vocabulary or words used by counsel or witnesses that are frequently misunderstood.
- Speak clearly and audibly.
- Only one person should speak at a time.
- Avoid making noises when people are talking – paper riffling, opening binders, etc., can cover up voices.
- Make sure that any electronic device that is permitted in the courtroom is turned off or on silent mode.
- Wait until the courtroom is quiet to begin speaking.
- Be sure that verbal responses, rather than “uh huh” and gestures, are elicited from all witnesses.
- When reading from a document, read slowly and clearly.
- Avoid making any statements you do not want recorded.
- Remain within arm’s reach of a microphone at all times when speaking.
- Avoid tapping on or striking the table or microphone.
- When at a sidebar conference that is to be recorded, speak one at a time directly into the sidebar microphone.
- Counsel are responsible for covering these instructions with their clients and witnesses.

Teleconference Proceeding (w/Public Access) Instructions

You will need the following:

AT&T Conference Card USA Toll-Free Number	Toll-free number which you can give to all active attendees (anyone who needs to speak) and listeners (the public, media, etc.).
Access Code	The access code that you will give to both active attendees and the public. This allows them to join the conference.
Host Code	This is only to be given to active attendees (those that need to speak). It allows the host (you) to control the conference. This should not be published anywhere (send it to attendees via e-mail or some other secure method).
Security Code	An optional code that can be set to disallow conference access to anyone who does not have the code. Contact IT for more information.

If you need your AT&T Conference Card USA Toll-Free Number (“Conference Phone Number”), Access Code, or Host Code, please contact the I.T. Department.

The Toll Free Conference Phone Number and Access Code can be given to the public or media on request. The conference phone number and Access Code should be published on the public calendar with the hearing details. **Do not post the host code publicly.**

Due to congestion on the AT&T conference calling lines, the AO has asked us to consider starting calls at quarter and half past the hour.

It is very important that the procedure below be followed exactly. This will ensure that the court and parties can participate as speakers and that the public can listen only.

1. Prior to the Hearing:

- Provide the following dial-in information to all case participants who may need to speak on the call:
 - i. The call-in number;
 - ii. The access code; and
 - iii. The host code.

All case participants with a potential speaking role will need to dial into the call as hosts; otherwise, they will be muted.

2. Day of the Hearing:

- A. Setting up the Call: Please dial into the call as the primary host (first host to enter the call). It is advisable to get on the call 15 minutes in advance. After entering the access code, enter the host code. [Only set a security code if you want to lock out everyone who does not know the security code. This would be used for sealed hearings.] When fully connected, dial *71. You will hear a notification stating “**All participants are now in listen only mode.**” This feature creates the public access to the telephone hearing, and it prevents those callers from disrupting the proceedings.

- B. Case Participants Join the Call: All case participants will be provided with the conference phone number, access code, and host code. They must dial in as a **host**, which allows them to speak on the call.

- C. Telephone Hearings Involving an Interpreter: If the proceeding involves an interpreter, they will be on the call as a participant. Unlike most hearings where the interpreter provides simultaneous interpreting, due to the limitations of the conference service and the need for the defendant’s presence on the telephone call, this will require consecutive interpreting.

Best Practices for Telephonic Hearings: Please remind all case participants of the following best practices to ensure the best audio quality and flow of the hearing:

- All phones must be placed on mute unless you are the speaker;
- Speak slowly and clearly;
- Only one person can speak at a time;
- Every time you begin to speak you must state your name (not just at the beginning of the hearing);
- When the judge speaks, you must remain quiet until he/she completes his/her question/statement; and
- If the hearing involves an interpreter, remind counsel that the interpreter will be providing consecutive, and not simultaneous, interpreting.

Additional Conference Calling Commands can be found at:

http://jnet.ao.dcn/sites/default/files/information_technology/pdf/audio_conferencing_toucht_one_commands.pdf

Jail Name	Capabilities	Primary Contact Name	Primary Contact Email	Primary Contact Phone	Secondary Contact Name	Secondary Contact Email	Secondary Contact Phone
Dekalb County	PC that can be used for Jabber	Eric McBryar	emcbryar@fortpayne.org	(256) 996-5404	David Smith	dsmith@dekalbcountysheriff.org	(256) 717-4781
Hamilton County	Laptop which can be used for Jabber	Rashad Rizer	rrizer@hcsheff.gov		Jimi Hammond	jimihammond@hcsheff.gov	
Bradley County	Laptop which can be used for Jabber	Dewayne Scoggins	dscoggins@bradleycountyttn.gov	(423) 421-1002	Bill Dyer	bdyer@bradleycountyttn.gov	
Washington County	Laptop which can be used for Jabber	Rick Hawkins	Rickh@wco.net	(423) 791-5181			
SWVRJ- Abingdon	Polycom	Heath Arwood	Harwood@swvrja.com	(276) 739-8091			
Buncombe County	Laptop which can be used for Jabber	IT Department Haig Rudd	Haig.Rudd@buncombecounty.org	(828) 250-6890			
Greene County	Spontania Mobile	Chris Sheperd		(423) 620-8606	Brad		(423) 552-3014
Carter County	Laptop which can be used for Jabber	Sgt. Brian Mcginnis	mcginnisb@sheriff.cc	(423) 895-5239	Amos		(423) 302-0713
Cherokee County Jail	Polycom IP# 66.119.110.155	Kevin Creasman	Kevin.creasman@cherokeecounty-nc.gov	(828) 835-4155			
Swain County	Laptop which can be used for Jabber	Michael Lyons		(828) 508-6708			
Western Va Regional Jail	Polycom	Lt. Desha Scott		(540) 521-1677			
Knox County Detention Facility	Jabber	Steven Patrick	steven.patrick@knoxsheriff.org	(865) 755-3856			
Knox County Jail	Jabber	Steven Patrick					
Blount County Detention Facility	Checking to see if they have a Laptop	Keith Hackney		(865) 273-5070			
Sevier County Jail	VTC Equipment	Captain Rhett Rutledge		(865) 774-3920			
Scott County Jail	Laptop / Skype	Captain Aaron Evans	aaron.evans@scottcounty.com	(423) 663-3111			
Laurel County, KY, Detention Facility	Laptop / Jabber	Joshua Pickard, IT	joshua.pickard@laurelcountycorrections.org	(859) 286-1545			
Irwin County Detention Facility	Laptop which can be used for Jabber	Warden David Paulk	paulk@irwincdc.com	(229) 325-5843			
Robert A. Deyton Detention Facility	Cisco SX10 VTC	James Peavey	jpeavey@geogroup.com	O(770) 305-8110 C (770)-500-8188			
Chattanooga Federal Defender Office	Surface Pros	Gianna Maio	gianna_maio@fd.org				
US Atty Office	VTC Equipment	Will Heckman	USAEO.Video@usdoj.gov	(423) 290-4409			

Contact Matt Byrum USMS if no response from facility.

Matt Byrum 423-552-8593 USMS