

NOTICE

To: All Voice Case Information System (VCIS) users

Date: September 15, 2009

On Monday, September 28, 2009, the United States Bankruptcy Court for the Western District of Tennessee will transition to a new Voice Case Information System (VCIS) platform. The new VCIS system supports several bankruptcy courts simultaneously, furnishing enhanced services such as bilingual caller capability and a toll free number for out-of-state users, while at the same time providing these services at a reduced cost to the taxpayer. The new toll-free number for VCIS is:

866-222-8029

Frequent VCIS users may notice slight differences in the operation of the system, the most noticeable being the requirement for the user to specify which district to which queries are to be directed.

We anticipate a smooth transition to this new system of providing service to all of our constituents. The regular telephone number for VCIS access will *not* change. The Clerk's Office welcomes your suggestions and comments regarding this new system. Inquiries / comments may be directed to: webmaster_tnwb@tnwb.uscourts.gov

We appreciate the opportunity to serve you, our constituents, in a more cost-effective and enhanced manner. Thank you for your continued support of our efforts.