

## FAQs RELATED TO REMOTE DEPOSITIONS

Requirements & Equipment.....	2
Services & Features.....	2
Exhibits.....	3
Chat.....	5
Reporter.....	6
Legal Videography.....	7
Interpreters.....	8
Training & Support.....	8
View.....	8
Other.....	10
Scheduling.....	11
Technical Support.....	12
Security.....	12
COVID-19.....	16

## REQUIREMENTS & EQUIPMENT

### **Do I need to be physically in a U.S. Legal Support office to take advantage of these remote technologies?**

No, U.S. Legal Support's RemoteDepo™ solution can be utilized anywhere you have a reliable internet and telephone connection.

### **What equipment is needed to facilitate a RemoteDepo™ event?**

RemoteDepo™ can be used with a webcam-equipped laptop, desktop or mobile device.

### **What are the minimum requirements to use RemoteDepo™?**

RemoteDepo™ can operate on a Wi-Fi or hard-wired connection. For best performance, an upload speed of greater than 5 Mbps is recommended. Speed test - <https://www.speedtest.net>.

### **Is it necessary to have a speakerphone for events using teleconference services?**

No, a standard phone and/or mobile device can be used.

## SERVICES & FEATURES

### **What platform is used for videoconferencing?**

U.S. Legal Support's RemoteDepo™ offering is supported by Zoom technology. There are a variety of combinations of the services provided through our RemoteDepo™, InstantExhibit™ and InstantExhibit+™ platforms, including exhibit sharing/storage options as well as streaming of a realtime transcript.

Our RemoteDepo™ product offering provides layered additional services on top of the Zoom platform. So, while Zoom forms the core of our product offering, RemoteDepo™ provides value add services on top of what you would typically have with basic Zoom. These layered services include Managed Bridging (assistance before and during the call), the ability to receive a live text stream from the court reporter, as well as the support from the RemoteDepo™ team including the scheduling/ logistics of the event for the client.

Not sure what solution best suits your needs? Let us work to provide you a solution.

## **What happens if the deposition goes on for longer than previously thought? Can the deposition time be extended on the fly? Is there any time limit?**

Once a RemoteDepo™ is scheduled for your event, it is your "room" for the entirety of the day, designated for your deposition.

## **Exhibits**

### **How does the InstantExhibit™ sharing tool work?**

Where exhibits are only required for one deposition, using our InstantExhibit™ tool, your exhibits can be shared by a simple drag and drop action. You control when you introduce your exhibits.

If you have a need for the same exhibits to be used over the course of multiple depositions, using our InstantExhibit+™ tool, a repository can be established with private folders dedicated to each firm. The permissions for these folders are maintained based on the directives from each individual firm.

During a deposition, exhibits can be "published" to the deposition public folder by a questioning party as they are introduced. This dedicated case "public" folder is accessible to all parties during and after the deposition. These folders can be organized by case, witness, exhibit range or any other system that works most ideally for your team.

If you would like to have a U.S. Legal Support deposition technician present for your deposition to assist in the introduction of exhibits as you conduct questioning, this service is also available. [Learn more about these options here.](#)

### **If the witness brings documents with them and we want to mark as exhibits, what is the best way to upload so we can introduce as exhibits during the deposition?**

We would suggest the witness email the exhibits to counsel and the reporter. The only other alternative for immediate viewing during the deposition is to instruct the witness to hold the exhibit to the camera and "show" the exhibits. Best practice is to have exhibits converted to digital format and circulated digitally to the parties.

### **Can you open exhibits (i.e. PDF or Word document), go to a certain page and highlight that area?**

This is very easy to do in RemoteDepo™. You drag and drop the exhibit to the chat feature. Once in the chat feature, you can either screen share the exhibit and use the tools provided to direct the witness, or you can simply have them open on their own and verbally direct them to the part of the exhibit you would like them to review.

**Is it possible to force the witness to look at one place on a document, so we can be sure that everyone is looking at the same thing? I'm concerned that the deponent may not be technically savvy enough to open the file and navigate to important language.**

It is possible to screen share the exhibit and when you do so, you can choose a pointer function, a drawing function, a highlight function, etc. to direct the witness to a specific part of the exhibit.

**What if the witness claims he/she cannot open the document/exhibit? Is there a way to do a screen share?**

You can either do a screen share or you can just drag and drop the exhibit. If parties are concerned that a witness might not have a program available to support a specific file type, our suggestion is that the scheduling party conduct a screen share and show the exhibit.

**Does the deponent have to have Adobe Reader to see an exhibit? Are the other participants able to see both the exhibit and the video of the witness?**

All file formats can be shared in InstantExhibit™ and most can be opened within the platform. Files that require proprietary programs to open (e.g. CAD) will necessitate that the party viewing the exhibit have that software downloaded. In these rare instances, an alternative solution is for the party showing the exhibit to do a screen share in which other parties do not need any proprietary software platform.

**What are the size limits for the exhibits?**

InstantExhibit™ can accommodate individual file sizes up to 500 MB. InstantExhibit+™ can accommodate individual file sizes up to 5 GB.

**Can exhibits be loaded on the fly?**

Yes, exhibits can be loaded and presented on the fly. Best practice is for counsel and/or their support staff to create a folder on their desktop prior to the deposition beginning. Counsel can load all of the exhibits they might introduce into that folder.

When ready to introduce the exhibit to the witness and other parties, simply drag and drop to share. Alternatively, if there is no concern with disclosing all exhibits at the outset of the deposition, counsel can drag and drop all of the exhibits at the start of the deposition.

Your court reporter ensures all exhibits are captured and included with the final transcript.

**Do exhibits need to be sent to the court reporter in advance of the deposition? If not, how do we handle attaching exhibits to the transcript.**

The court reporter will also have access to the same interface as the witness and will have the ability to download exhibits to be attached and hyperlinked to the final transcript.

**Can the attorney taking the deposition control the exhibits and only he/she can see them until the exhibit is identified?**

Yes, each attorney can control when their respective exhibits are introduced and published to other participants.

**If you show an exhibit to a witness and then move on, does the exhibit remain available for other attorneys to ask questions later?**

Once the exhibit is introduced and shared with the other parties, they are able to save and download to their own computer. They are able to review and question accordingly.

**Can files be renamed at the time of copying over, e.g., Letter of August 3 renamed to Exhibit 1 when shared?**

Yes, in addition to uploading exhibits on the fly, you can always modify the exhibit file name to align with the next exhibit number at the deposition.

**We often use MRIs or other medical imaging documents during depositions. Is it possible to upload files such as those to be referenced during the deposition?**

All file formats can be shared in InstantExhibit™ and most can be opened within the platform. Files that require proprietary programs to open (e.g. CAD) will necessitate that the party viewing the exhibit have that software downloaded. In these rare instances, an alternative solution is for the party showing the exhibit to do a screen share in which other parties do not need any proprietary software platform.

**If the defending attorney wants to use exhibits, does control pass to defending attorney or does defending rely on taking attorney?**

Each participant has the ability to introduce, present and share their own exhibits.

## **Chat**

**How do you privately conference with your witness if you are not in the same physical location as your client?**

The private chat feature is disabled by default. Any attorney-client conversations should be held outside the presence of the audio/video interface. It is recommended that counsel communicate with client privately through mobile device or private email.

**Does the chat function get recorded in any way? Can anyone choose to record it?**

The chat feature cannot be downloaded by the participants from the platform.

### **Can you turn off the chat function so counsel cannot improperly prompt a witness regarding their testimony?**

Yes, the private chat feature is not available in RemoteDepo™.

### **What are some strategies to dissuade a witness from text messaging or otherwise communicating with their attorney during the deposition?**

Before commencement of the proceedings, counsel may consider having the witness position his/her webcam with a wider angle to capture hand and other movements.

## **Reporter**

### **How do deponents get sworn in?**

Your court reporter will read a statement into the record regarding the remote nature of the proceeding. Depending on the State, the statement may vary, but generally reads as follows:

*"The attorneys participating in this deposition acknowledge that I am not physically present in the deposition room and that I will be reporting this deposition remotely. They further acknowledge that, in lieu of an oath administered in person, the witness will verbally declare his/her testimony in this matter is under penalty of perjury. The parties and their counsel consent to this arrangement and waive any objections to this manner of reporting. Please indicate your agreement by stating your name and your agreement on the record."*

Your court reporter will also request that the witness produce a government-issued identification to verify his/her identity by holding up to the camera before the commencement of proceedings.

### **Is the witness actually sworn in by the court reporter or are they just making a statement on their own behalf?**

Yes, in addition to the reporter entering a statement in the record regarding the remote nature of the proceedings, the reporter will also administer the standard oath or other requirements of the jurisdiction in which the case is venued.

### **If we proceed with all persons remote, including the stenographer, will the stenographer be able to accurately transcribe the deposition?**

Provided the parties observe and follow the standard rules of decorum for depositions, avoiding crosstalk and speaking clearly one at a time, the reporter will be able to record the testimony accurately and completely.

### **How do you do a read back?**

Read back is accomplished by the reporter in the same way read back is performed during an in-person deposition. Participants simply ask the reporter to read back as needed.

### **Does the transcript from the court reporter look exactly the same as an in-person deposition?**

The court reporter prepares his/her transcript in the same manner as if the deposition was conducted in person. The reporter will identify on the transcript that he/she appeared remotely.

### **Once we're all in the room, does RemoteDepo™ introduce everyone or who is in charge?**

Your court reporter will read a statement into the record identifying the remote nature of the proceedings and will request that each participant state their name, firm name, party represented, along with their agreement to the remote nature of the proceedings for the record.

## **Legal Videography**

### **Can these events be recorded?**

Yes, U.S. Legal Support can provide a professional legal videographer to capture the testimony, they will synch the video with the final time-stamped transcript and provide a trial-ready package with all exhibits and transcript files included.

### **If I want a videographer, does the videographer absolutely need to be in the same room with the witness?**

While having the videographer in the same room as the witness will result in the best quality HD picture, it is not mandatory. A videographer can record the proceedings remotely.

### **Can a videographer certify the recording of a RemoteDepo™ event?**

Many of our videographers hold a Certified Legal Video Specialist (CLVS) designation. While they do not certify proceedings in the same way court reporters do, they can provide an affidavit affirming under penalty of perjury that the video recording of the deposition is accurate and has not been altered or edited in any way.

### **Do you have someone who will put exhibits up for the attorneys if the exhibits are sent beforehand or are in the repository?**

If you would like to have a U.S. Legal Support deposition technician present for your deposition to assist in the introduction of exhibits as you focus solely on your questioning, this service is also available.

### **Why would we need a certified videographer?**

By using a videographer, he/she will monitor the entire proceeding, ensuring that the recording is paused when parties go off the record or take a break. In addition, the videographer will ensure best angles and best quality capture of witness. At the conclusion of the deposition, the videographer will ensure the video recording is synchronized with the timestamped deposition transcript, along with hyperlinked exhibits in a trial-ready package.

### **Interpreters**

#### **How does this work when the services of an interpreter are used?**

U.S. Legal Support can provide interpreters to participate in RemoteDepo™ events in the same way the court reporter or videographer participate. It becomes especially important that each participant observe standard rules of decorum for depositions, avoiding crosstalk, speaking clearly one at a time and allowing the interpreter to complete translations before presenting the next question.

#### **Can you provide ASL interpreters?**

U.S. Legal Support has a team of more than 3,000 interpreters fluent in a vast range of languages, including American Sign Language (ASL). From Afghani to Zulu, we have you covered. Learn more about our [Interpreting & Translation](#) offerings here.

### **Training & Support**

#### **Are the attorneys getting thoroughly trained so that we are not becoming the trainers? Can a test-run and training be facilitated before we actually schedule a deposition?**

Our RemoteDepo™ support teams are available to train participants to ensure confidence in using the service prior to the deposition. A test link is sent the day before to the scheduling party to ensure access and connectivity. For a training or demonstration of our tools, please work with your sales executive. We can schedule a thorough training for any number of attendees. This will be a private demonstration with a Q&A portion.

### **View**

#### **Who will the videographer capture in the View when recording the deposition testimony?**

The videographer will "spotlight" the witness frame. This will allow the recording to focus on only the witness during the remote deposition. If the parties prefer to see everyone, that is possible as well. In that instance, the party being shown is the one "speaking" at that moment. This can jump around a bit, so we suggest the "spotlight" method. There may be unintentional noise (clearing throat, cough, background noise, etc.) that makes the software jump to someone who is not speaking.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*



### **Is realtime in a split screen with video of witness or separate box?**

A realtime stream of the transcript is a split screen view. The realtime stream of text will appear in its own frame within the interface. Similarly, as exhibits are introduced, those will also appear in a separate frame of the interface. Users can modify their own view to enlarge specific participants as desired.

### **When you make an objection, does the video switch to whoever is speaking, or stay on the witness?**

If the witness' frame is "spotlighted" only the audio of objections will be recorded. However, the "speaker frame" feature can be activated to switch between those participants speaking. Please note that there may be unintentional noise (clearing throat, cough, background noise, etc.) that makes the software jump to someone who is not speaking. For this reason, it is best to mute your microphone until you are ready to speak and/or object.

### **Do we have to raise our hand to speak while we are live at the deposition? How does the witness and/or attorneys get a chance to speak? How can we lodge an objection?**

Any participant that wishes to speak or lodge an objection only needs to ensure their microphone is not muted.

### **Are all talking heads and the screen share recorded on one video feed when you play it back? How would this look when we play back the video at trial?**

The best practice is to "spotlight" the witness frame. This allows the videographer's captured testimony to focus on only the witness during the remote deposition. If the parties prefer to see everyone, that is possible as well. In that instance, the party being shown is the one "speaking" at that moment. This can jump around a bit, so we suggest the "spotlight" method. There may be unintentional noise (clearing throat, cough, background noise, etc.) that makes the software jump to someone who is not speaking.

### **Are there capabilities for witness with a disability (i.e. blind or deaf)? Is closed captioning available?**

A stream of the reporter's realtime transcript can be made available to assist the hearing impaired. We would recommend that witnesses with visual impairment relying only on the audio utilize headphones to enhance the audio of the RemoteDepo™ proceeding.

### **Can we do picture-in-picture with RemoteDepo™?**

Yes. If attorney wishes to screen share and present exhibits, we have picture-in-picture capabilities.

### **Can participants still see the deponent when an exhibit is being viewed?**

Yes, the parties can still view the witness while an exhibit is being introduced and reviewed.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*

## Other

### **Have these remote services been used at trial?**

Yes, these same services can be used to host a trial or arbitration. In addition, our trial services division, DecisionQuest, offers online trial prep and jury research tools. To learn more about these offerings, [click here](#).

### **Can software be incorporated into the video conversation, such as Trial Director, in order to display evidence, exhibits or video files?**

Yes, you can use Trial Director with RemoteDepo and share documents, do callouts, highlight and present videos with or without sound.

### **If we have multiple firms on the same side (e.g. a joint defense group) can we make InstantExhibit+™ folders accessible to others outside the firm?**

Yes, you as the owner and admin of your private firm folders can provide access as you deem appropriate, including co-counsel.

### **Is there a log of participants to RemoteDepo™ available for each event?**

We have a log available for RemoteDepo™ which can be pulled post deposition. This log tells you who logged in, when they logged in and when they exited.

### **Our work desktops do not work with webcams. Is it a problem if I am the only party not on video?**

Participants have the option of participating via teleconference only. Participants can also join the event if they do not have a webcam. They will be able to see exhibits and other participants. However, other participants will not see them on video.

### **How is this different than just going through Zoom myself?**

Our RemoteDepo™ product offering provides layered additional services on top of the Zoom platform. So, while Zoom forms the core of our product offering, RemoteDepo™ provides value added services on top of what you would typically have with basic Zoom. These layered services include Managed Bridging (assistance before and during the call), the ability to receive a live text stream from the court reporter, as well as the support from the RemoteDepo™ team including the scheduling/logistics of the meeting for the client.

### **Since all participants will be connected remotely, will the witness will have to have technology i.e. laptop, camera, etc.?**

Yes, the witness will need a laptop or device with a web camera. Participants also can participate via teleconference only. Participants have the option of participating via teleconference only.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*

Participants can also join the event if they do not have a webcam. However, other participants will not see them on video.

**If the host is the attorney taking the deposition and is able to control muting participants, etc., how do participants ensure that the host of the deposition is conducting the deposition fairly and not arbitrarily muting others, especially regarding objections, etc.?**

The RemoteDepo™ team serves as the admin/host of all events and, as such, is the only party capable of muting all parties. All parties are able to screen share and share exhibit files.

**What if deposition is being noticed for stenographic recording only, not video?**

Best practice would be to craft your Notice of Deposition to reflect the use of additional recording methodologies as you would be required to if the deposition were taking place in person. U.S. Legal Support has provided [sample language for depositions notices for remote depositions](#).

**How do you take a break if you need to speak with your client? Do you speak with them through the platform or call them on a separate line?**

Counsel or the witness can request a break just as they would during an in-person deposition. Any attorney-client conversations should be held outside the presence of the audio/video interface. It is recommended that counsel communicate with client privately through mobile device or private email.

**Do you offer eDepoze?**

Our IT security team has assessed eDepoze and identified a number of concerns in its system. U.S. Legal Support strictly adheres to HIPAA guidelines and maintains SOC 2 Type II credentials across all platforms and offerings. After assessing eDepoze, our CIO and his team determined these issues would compromise our accreditations and as such we cannot support nor endorse the use of eDepoze.

## **SCHEDULING**

**What is the best way to set this up and what additional information do I need to provide?**

Simply email your local office in the same way you would an in-person deposition. Our scheduling team will provide a RemoteDepo™ Setup Form which will outline all required information, including the services needed, participants, their emails, etc. From there, our RemoteDepo™ support team will send out test links and invites for your proceeding. [Schedule here via the U.S. Legal Support Client Portal](#).

**How is the RemoteDepo™ event accessed? Can the deponent easily access as well?**

Connecting to the event is as simple as clicking a link and entering your meeting ID. Our team will also conduct a test the day prior to event to ensure seamless connectivity.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*

### **Who sends the Notice of Deposition for RemoteDepo™?**

The same requirements for preparation and service of deposition notices for in-person depositions prevail for remote depositions. U.S. Legal Support has provided [sample language for deposition notices for remote depositions](#).

## **TECHNICAL SUPPORT**

### **U.S. Legal Support performs a connection test the day before the proceedings. Which participants need to engage in that exercise if all participants are remote?**

For best performance, all remote participants are encouraged to test their connections in advance. The RemoteDepo™ support team is available to work with the parties in advance of their proceeding.

### **Can we do a test run?**

Yes, our support team can do a run through with your team and/or the witness to ensure all parties are prepared and ready to use the platform.

### **What technical support is available for a standard RemoteDepo™ event?**

In addition to testing connections in advance of the proceeding, the RemoteDepo™ support team is available for support on the day of the event.

They can be reached at [remotedeposupport@uslegalsupport.com](mailto:remotedeposupport@uslegalsupport.com) or 888.401.9541.

### **What additional technical support is available for RemoteDepo™ proceedings where InstantExhibit™ or InstantExhibit+™ is also being used?**

A dedicated deposition technician is available to monitor the proceedings minute-by-minute. They can facilitate the upload of exhibit files and handle the digital introduction of exhibits to all parties, enabling counsel to focus solely on their questioning. The deposition technician is an engaged participant for the entirety of the proceedings and will handle the transmission of final exhibits to the reporter to be included in the final transcript.

## **SECURITY**

### **How secure is the technology being used to facilitate these remote events?**

RemoteDepo™ platforms offer **256-bit TLS 1.2 encryption** end-to-end on communication.

### **I've recently read that Zoom is vulnerable to hacking and has security concerns. Isn't your RemoteDepo™ platform Zoom?**

The hacking concerns that have been raised in the media are the result of Zoom organizers not properly securing their meeting information. Only scheduled participants can attend a meeting if identity information is properly managed.

Our implementation of Zoom with Remote Counsel is HIPAA compliant, and the Zoom platform has not been hacked. Our schedulers also use Zoom's recommended best practices for scheduling and conducting Zoom meetings to ensure "hijacking" does not occur.

The issue highlighted in the article below is not a result of the Zoom platform being hacked, but a result of Zoom organizers mishandling their meeting information.

Please reference the following link: <https://www.zdnet.com/article/how-to-prevent-your-zoom-meetings-being-zoom-bombed-gate-crashed-by-trolls/>

### **Is RemoteDepo™ HIPAA compliant?**

RemoteDepo™ is built around the Zoom platform. Zoom generally follows the guidelines for HIPAA compliance for everyone that uses the platform.

### **Is InstantExhibit+™ HIPAA compliant?**

Our InstantExhibit+™ product is built around the Box platform. And yes, Box is HIPAA compliant.

See the following link for more info. Note that while the link references healthcare specifically, the underlying Box infrastructure is the same for everyone:

<https://www.box.com/industries/healthcare/hipaa-compliance>.

### **How does U.S. Legal Support comply with security requirements generally speaking?**

Your highly sensitive case and client data is protected by comprehensive security that meets the highest standards and best practices across industries.

- **SOC 2 Type II Certified** - An independent auditor has verified the best-in-class procedures, safeguards, and technology that we employ to ensure the protection of your sensitive data.
- **HIPAA Compliant** - An independent auditor has verified that U.S. Legal Support is fully HIPAA compliant, ensuring the protection, privacy, security and integrity of all protected health information and personally identifiable information of your clients.
- **End-to-End Encryption** - Transmitted files are subject to end-to-end encryption, protecting your data from being read or modified by anyone other than the sender or recipient(s).
- **NIST Cybersecurity Framework** - U.S. Legal Support follows the NIST Cybersecurity Framework regarding policies, procedures, and controls.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*

- **Training and Security Awareness Program** - U.S. Legal Support requires all staff to take annual security training that provides the tools and understanding to protect against attacks such as phishing and social engineering.
- **Vulnerability Management** – U.S. Legal Support employs systems that monitor the state of our environment to identify vulnerabilities and remediate them.
- **Protection from Denial of Service** – U.S. Legal Support has implemented enhanced security measures to protect against security threats including Distributed Denial of Service (DDOS) attacks.

### **Being that multiple events share the same code and dial-in, what if the timeframes merge into another event?**

Each event has its own unique dedicated room and invitation code.

### **Are recent media stories correct claiming that Zoom rooms can be hacked and uninvited individuals can “Zoombomb” a meeting?**

Only scheduled participants can attend a meeting if identity information is properly managed. The issues reported in the media are due to meeting information being disseminated in an insecure manner. At U.S. Legal Support (USLS), all Zoom room scheduling is managed through a custom interface presented by our partner, Remote Counsel. A unique link, with a unique passcode, which is valid only for the specific Zoom room being scheduled, is sent to all participants. The room cannot be accessed until just prior to the start of the meeting and the link expires on the day the meeting has completed. In addition, only one meeting is scheduled per reserved room per day.

### **Are the stories in the media about Zoom sending privacy information to third parties without consent, as alleged in the lawsuits that have been filed in California, accurate?**

The California lawsuit(s) recently reported in the media are based on reports that Zoom had included a set of code from Facebook that allowed users to log in to the Zoom iOS app (apps on iPhones and other Apple mobile devices) using their Facebook login credentials. The Facebook code allegedly sent information about the user and the device they were using to Facebook without Zoom asking for consent from the user. Zoom has reaffirmed their commitment to protecting user privacy and has ensured that current versions of the Zoom Client product do not send user data to third parties. The USLS implementation of Zoom via our partner, Remote Counsel, does not ask for or allow clients to log in to Zoom using Facebook credentials or any other credentials from third party identity providers.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*

### **Does Zoom support end-to-end encryption for video conferencing?**

Zoom is encrypting two separate modes of data transport during a scheduled USLS meeting conducted on the Zoom platform via our partner, Remote Counsel. One is the transfer of chat text and documents transferred via the Zoom chat function. All data transferred through the chat function in a scheduled USLS meeting is end-to-end encrypted using TLS 1.2 with AES 256-bit encryption. Audio and video transferred over the Zoom platform is transport encrypted, which means that while the data is encrypted, it is not encrypted from end-to-end. Note that this is not uncommon for many conferencing platforms and is the same encryption level all internet users have when conducting secure transactions on the internet using HTTPS, including on banking platforms. Note that when Zoom passes audio data to your phone company, like all conferencing services, the data will no longer be encrypted.

### **I heard from someone that Zoom is irresponsible and not a good software platform to use for conferencing. Could you please address?**

As a general statement, Zoom is experiencing an explosive level of growth due to the current health concerns that are changing the work habits of many companies, and greatly increasing the use of software that enable staff to work remotely. Zoom is a leader in this realm as their product is easy to use and feature rich. Zoom is in the spotlight now due to the millions of new people using their platform. There is a level of hyperbole in the media regarding Zoom security issues that is not fairly representing the product or how software companies that create complex software manage their products.

All complex software will have bugs, and a company should be judged on how these issues are addressed, and not on security perfection. Zoom has publicly committed to addressing any security issues raised by the reputable IT security community and has paused all new feature development for 90 days while they review issues that have been raised to ensure this commitment to security is fulfilled.

A good example of a company addressing legitimate security issues is Microsoft, who is a leader in software security and is frequently used by United States government agencies to process, transport, and store data. Microsoft has many security bugs reported every month that they address and patch. Please reference Microsoft's posting regarding their patched security issues using the following link: <https://portal.msrc.microsoft.com/en-us/security-guidance>

## COVID-19

### **Does the reporter have to be in the room with the witness?**

The health and wellbeing of our clients, independent reporters and videographers is of paramount importance. In the current environment dictated by COVID-19 concerns, our independent reporters and videographers will operate remotely as well.

### **Would a remote deposition conform to state code requirements and will the transcript be admissible in state and/or federal courts?**

Many states have already issued Emergency Orders permitting depositions to be conducted remotely. Our reporters will conduct remote depositions in compliance with said orders.

In states where such orders have yet to be issued, reporters participating remotely will read a statement at the beginning of the deposition as follows:

*"The attorneys participating in this deposition acknowledge that I am not physically present in the deposition room and that I will be reporting this deposition remotely. They further acknowledge that, in lieu of an oath administered in person, the witness will verbally declare his/her testimony in this matter is under penalty of perjury. The parties and their counsel consent to this arrangement and waive any objections to this manner of reporting. Please indicate your agreement by stating your name and your agreement on the record."*

### **Will reporters be able to turn in transcripts within normal time frames and will rush service still be available?**

Yes, reporters are still expected to submit transcripts timely, enabling U.S. Legal Support to produce a transcript to the client within two weeks. Rush or expedited services are available at an additional charge.

### **Are there any additional charges associated with a RemoteDepo™ event during the complimentary offering period (through May 31, 2020)?**

If the use of a third-party location is required, all charges associated with the third-party location would be billed to client. (i.e. hotels, conference spaces, affiliate conference rooms)

### **When does U.S. Legal Support anticipate opening any offices for conference room use?**

U.S. Legal Support remains committed to the health and safety of our clients, employees and independent contractors. As a result of the global Coronavirus (COVID-19) pandemic, we continue to monitor information from public health agencies including the [Centers for Disease Control and Prevention](#) (CDC) and [World Health Organization](#) (WHO) and adhere to recommendations and guidelines. In cooperation with state and local government mandates, the offices listed on our website are closed until further notice. A [current list of office closures](#) can be found on our site.

*The information contained in this document is reflective of U.S. Legal Support's good faith effort to address questions posed during recent webinars covering remote solutions and reflect the most current information available. It is not the intention of U.S. Legal Support to guarantee the accuracy of this information all of the time as this information is dependent on technology, which evolves. [Updated 04.24.2020]*



**Will a reporter and/or videographer come to client's office and/or residence to report a deposition?**

U.S. Legal Support remains committed to the health and safety of our clients, employees and independent contractors. We will not ask any reporter and/or videographer to violate state or local shelter-in-place mandates. Absent those mandates, we will work to source a reporter and/or videographer willing to participate in a proceeding at a residence and/or office.