

THE LAW OFFICE OF D. COLE PHELPS, PLLC
TELEPHONE POLICY & PROCEDURES

As we discussed during our initial conference, excellent communication between us is essential, and much of our contact will be by telephone. We strive to minimize the frustrations of “telephone tag” or lost time on your part in the waiting on a return call from our office. We ask, therefore, that you agree to assist us in the successful implementation of this policy. If for any reason you cannot abide by this policy, please notify me immediately so that we can work out a mutually agreeable alternative plan.

- 1) **Telephone Conferencing Hours:** Except in an emergency, *please call me during: 9:00 a.m. to 5:00 p.m.* Please remember that at times I will not be available during these hours because of a trial or other client-related matters. I apologize in advance so please do not be upset if I am unavailable to immediately take your call. I will be returning phone calls during these hours as well. *Rest assured that someone from our firm will make every effort to return your call within forty-eight hours.* Should this not occur, however, we would appreciate you calling us back and letting the receptionist know that your original call had not yet been returned.
- 2) **Preparing for Conferences:** *Before calling, please prepare a written list of those matters you wish for us to discuss. If I am not available to you when you call, please share your list with one of my paralegals so that I will be prepared for our discussion when I return your call thereby saving us both valuable time.* Please remember, however, that only attorneys can give legal advice. Employees of my firm who are not attorneys do not give legal advice and should not be asked to do so.
- 3) **Note-taking Supplies:** *Please have a pen and paper available before calling to make any appropriate notes during our telephone conferences.* You will then have a convenient reference source of our conversation and of important dates, advice, or instructions that I may have given you.
- 4) **Emergencies:** *If your call is urgent, please explain what the emergency involves to the person answering your call.* Either I, or one of my paralegals, will return your call as soon as possible.
- 5) **Your Telephone Number:** *When asked, please give your telephone number(s).* We have such information in your case records, but having it on your telephone message assists us in maximizing the use of our time for you and our other clients. It would be appreciated if you would let us know if I may call you (and at what numbers) during evening hours or on the weekend when unavoidable circumstances do not allow me to return your call during our telephone conference hours described above or when I may need to contact you on an expedited basis.
- 6) **Ensuring Clear Communications:** During our conversation, please ask for any clarification you may need so that we do not end a conference with your questions unanswered.
- 7) **Improving Our Telephone Conferencing:** Please let me know if you have any suggestions on how we can improve upon our telephone policy or if you have any concerns or complaints regarding our handling of your calls. Positive feedback is always welcome, also!
- 8) **Thank You:** Your cooperation and assistance plays a critical role in the success of our attorney/client relationship. We value you having entrusted us to represent you and intend to provide you with high and excellent quality of services that you expect and deserve. Thank you again for having given us the opportunity to do so.

“I understand the above telephone policy and procedures and will abide by them.”

Signature: _____ Date: _____