

## Policies and Procedures – Technical Failures

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### Technical Failures

The Court considers the CM/ECF system subject to a technical failure on a given day if the system is unable to accept filings for longer than three continuous hours during the clerk's office hours of 8:30 a.m. – 5:00 p.m. that day.

If the Court concludes that the system has experienced a technical failure, the following would occur:

- A party whose filing was untimely as the result of a technical failure of the Court's CM/ECF system could seek appropriate relief from the Court.
- The court may require that filings be made via paper during a system outage.
- Known system outages and filing instructions will be posted on the EDVA Internet site, if possible.

**Note:** Problems on the filing users' end, such as problems with the filing users' phone lines, Internet Service Provider (ISP), hardware, or software, do not constitute a technical failure under the *ECF Policies and Procedures*, nor excuse an untimely filing. **Filing users who experience technical failures on their end are still expected to file both timely and electronically.**

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