

14 July 2021

Dear: Shareholders, Clerks & Tenants

CCL appreciates that it is critical for our Members to continue to be able to access Chambers, services and legal proceedings during the lockdown period and, as a consequence, CCL's offices and the buildings remain open and CCL continues to provide services and support for Members and Tenants. This circular contains information reminding Shareholders and Tenants of some of the CCL Services that are available during the lockdown period, namely the following:

- *Video Conferencing / Webex Services*
- *Remote network services*
- *Ongoing network support*
- *NSW Bar Dispute Resolution Centre*
- *Maintenance services*

Video Conferencing / Webex Services

Members on Floors that are connected to the CCL VoIP system are entitled to use Cisco Webex service <https://www.webex.com/> as part of their VoIP licence.

The Webex service provides telephony (including softphone, voicemail and managing call forwards), messaging and, most importantly, video conferencing.

Earlier this year, Members were offered installation and one-on-one training for Webex. For Members who did not take advantage of this, Webex can be downloaded from <https://www.webex.com/downloads.html> and a user guide is available at https://www.ccl.com.au/files/documents/CCL_User_Guide_-_Webex.pdf

Members may also use the video conferencing facilities in the NSW Bar Dispute Resolution Centre (charges apply) – see below.

Remote network services

Reception Consoles

Floors can set up their receptionists to operate the Arc Console remotely. CCL has already assisted most Floors with setting up the remote reception consoles, however, if you require assistance with setting up a new device or information about using the Arc Consoles remotely please log a ticket through the [Members Portal](#).

VPN

The VPN service can be used to access network resources from outside Chambers, if you require VPN remote access, please complete the VPN Application Form at <https://www.ccl.com.au/services#network-documents> and submit it to support@ccl.com.au

VPN access is required for remote access to:

- a) your computer in Chambers via remote desktop, or file sharing;
- b) VoIP Self Care portal (update call diversions/speed dials) <https://cclccm-pub01.counselschambers.com.au/ccmuser>;
- c) Macquarie and Oxford English Dictionary subscriptions (via remote desktop to Chambers PC); and
- d) Arc Reception Console.

VPN access **is not required** for remote access to:

- a) Email including webmail (<https://outlook.office365.com>)
- b) Spam quarantine <https://spam.ccl.com.au>
- c) Webex (messaging and phone services)
- d) Voicemail; and
- e) Member Portal (logging support requests and accessing accounts) <https://portal.ccl.com.au>

Door Phones

The recently upgraded door phones can be operated remotely from the reception consoles to provide temporary access to couriers and visitors by following the instructions attached to this email.

Ongoing network support

CCL continues to assist Members and Floor Staff remotely. All Network Support requests should be logged through the [Members Portal](#) or by emailing support@ccl.com.au.

User guides for network services are available on the CCL website <https://www.ccl.com.au/services#network-documents>.

NSW Bar Dispute Resolution Centre

The NSW Bar Dispute Resolution Centre remains open and is available for hire. Capacity limits on the rooms has been introduced to comply with Health Orders, however the Centre is otherwise functioning as normal. Further information relating to the rooms and rates can be found at this link: <https://nswbardrc.com.au/>

CCL is able to provide a virtual courtroom style arrangement by using the commercial grade video conferencing ("VC") services in the Hearing Rooms on the 1st Floor Selborne. The VC services in the hearing rooms are compatible with a number of video conference platforms (ie: Cisco Webex, SIP, Microsoft Teams, Zoom etc.). More information can be found at <https://nswbardrc.com.au/video-conferencing>

For those who may want to use the rooms to access VC court proceedings for either single or over multiple days CCL has onsite technical support available and this support is being offered at no extra charge. The following link outlines the compatible VC platforms for use in the Hearing Rooms: <https://www.ccl.com.au/files/documents/Interoperability.pdf>

From Monday 19 July 2021, VC services will be free of charge for Shareholders that hire rooms in the Centre during lockdown (normally \$200 ex GST per day).

In addition, CCL Shareholders will receive 20% discount on the room hire fees reducing the hire rates from \$460.00 per day to \$368.00 per day (inclusive of GST). Room hire is based on availability.

To enquire about this service or to make a booking please contact Margaret James on 9231- 3644 or email bookings@nswbardrc.com.au

Maintenance services

CCL continues to provide maintenance services, albeit on a modified basis. For assistance, please log maintenance calls through the [Members Portal](#) or by emailing maint@ccl.com.au.

For further information, please contact Lee Albert at: lalbert@ccl.com.au

Kind Regards,
Debbie George
CEO



Level 1 Selborne Chambers
174 Phillip Street Sydney
NSW 2000 Australia
DX 973 Sydney

P: +61 2 9231 3644
E: dgeorge@ccl.com.au
W: www.ccl.com.au

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