



ANNOUNCEMENT:

April 2014

Say “Hello” to our new phone number – **37-CLERK**

The Clerk of the Court’s Office is announcing the introduction of a new, easy-to-remember phone number for the public to contact the office – **37-CLERK**. The all-purpose telephone number becomes effective **May 19, 2014**. All calls to the Office beginning on this date will start by dialing (602)37-CLERK (602-372-5375).

The Office is launching this new number through an Interactive Voice Response (IVR) system that will allow the public to reach most areas of the office by dialing one number. Callers will select from menu choices for the various areas of the office, and most will reach their destination within three button presses. Many of the telephone numbers previously listed for public use will be disconnected. For a brief period during the introduction of the IVR system, disconnected numbers will provide a voice message referring customers to the new (602)37-CLERK telephone number.

The primary benefits of the IVR system include a customer’s ability to reach their preferred area of the Clerk’s Office through one number while reducing the number of misdirected calls and transfers between departments or agencies.

Callers will be able to reach the following business units in the Clerk’s Office by calling the 37-CLERK main telephone number (602-372-5375):

Accounting (bonds, trust funds) / Administrative Receptionist / Appeals / Billing (deferred fees, jury fees, tax intercept) / Criminal Financial Obligations (restitution, victim address updates) / Distribution / eFiling (document review clerks) / Exhibits / Family Support Services / File Counters (adult) / File Counters (juvenile) / Grand Jury / Marriage Licenses & Passports / Public Records



Clerk of the Superior Court’s Office