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From: "Timothy N. Holthoff" <Tim.Holthoff@arcourts.gov>
Date: March 12, 2020 at 7:41:02 AM CDT
To: "John D. Kemp" <John.Dan.Kemp@arcourts.gov>
Cc: "Marty E. Sullivan" <Marty.Sullivan@arcourts.gov>
Subject: Zoom information

Chief Justice Kemp,

You requested information about our use of Zoom for the Juvenile Video Conferencing Pilot Project.

When reviewing video conferencing capabilities of various providers, security was one of the most important aspects considered. We sought a secure solution that was easy to use, could be used on multiple devices, required low bandwidth, and resulted in good audio/video connections for sufficient participant call quality. Our experience with Zoom met all of these requirements. --

<https://zoom.us/government>

We are also working with our interpreters to determine whether it is a suitable solution for simultaneous translation (this requires a paid subscriber to host the call and designate a user as an interpreter). <https://support.zoom.us/hc/en-us/articles/360034919791-Language-Interpretation-in-Meetings-and-Webinars>

Zoom uses robust security protocols to encrypt the conferences from end to end. I'm attaching a white paper from Zoom on their security measures – including ways to limit/control meeting participation.

Zoom supports both paid and free accounts. <https://zoom.us/pricing> For free accounts, a user may host up to 100 participants, have unlimited 1 to 1 meetings, but group meetings are limited in duration to 40 minutes. There appears to be no limit on the number of 1 to 1 40-minute meetings.

For paid accounts, with a minimum purchase of 10 host accounts, the cost is \$19.99 per month. There is a slight discount if 1 year is paid in advance at \$1,999 for 10 accounts. The business level include 1 gigabyte of cloud recording space and an option to automatically generate transcripts from the cloud recordings.

For more information, here are some links to Zoom training resources:

Zoom offers many [training resources](#) that we encourage you to take advantage of. Regardless if you prefer Video Tutorials or Live Trainings, Zoom has a training option for everyone!

- [Live Trainings](#)
- [Recorded Training Sessions](#)
- [Video Tutorials](#)
- [How-To Videos](#)

Our government account representative is Katie Williamson, and here is her contact information:



Katie Williamson

Account Executive - State and Local Government
Zoom Video Communications

Work: [720-647-3648](tel:720-647-3648) | Click zoom.us | Zoom [8185716349](https://zoom.us/join/8185716349)



[Refer a Friend](#)

Please let me know if you need any additional information.

Respectfully,
Tim Holthoff

Timothy N. Holthoff

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