



Proceedings by Microsoft Teams

Extra information for witnesses

You are a witness in a proceeding that will be held by video conference using Microsoft Teams. Microsoft Teams is a free program that connects people in different places by video call.

This document describes what you can expect:

- in the weeks and days leading up to the proceeding
- on the day of the proceeding before you join in the proceeding
- during the proceeding itself.

You **must** be available to join the video conference on the day of the proceeding.

Leading up to the proceeding

Install Microsoft Teams on your phone, tablet or computer

Read the information about setting up your phone, tablet or computer so that you can take part in the proceeding in the [information for participants](#) which you can download from our website.

Do this **before the day** of the proceeding.

Check your email for documents that you'll need for the proceeding

Please check your email regularly between now and the proceeding. We may send you further instructions.

We may also email you a Court Book. A Court Book contains documents that you will need during the proceeding.

It's likely that these documents will be referred to during cross-examination and that you'll be asked questions about them.

Organise these documents so that you can look at them while you are giving your evidence. You might choose to print them or you may be happy to look at them on a screen.

Do not discuss or share these documents with anyone before you give your evidence.

On the day of the proceeding

You will be told when it's time to click the link to join the proceeding.

Each case is managed slightly differently. We may call you or email you when it's time, or the representative for the side you're providing evidence for will tell you. Whatever the situation, you will be told in advance of the proceeding.

You need to make sure you're available and ready when it's time for you to join the proceeding.

Read the 'How to join the proceeding' section in our [information for participants](#) which you can download from our website.

During the proceeding

Keep your phone near you on silent during the proceeding. If there are technical problems, we might need to call you.

You should give your evidence in a quiet place, on your own and without distractions. If you have caring responsibilities or living arrangements that make this difficult, please tell the associate before you start.

The associate may have some final instructions for you at this point, so please listen for those.

You will be asked to give an affirmation before you give evidence. An affirmation is a solemn promise to tell the truth. The associate will read it out to you and will ask you to repeat it back.

If we take a break while you are being cross-examined, you must not discuss what you have said with anyone else.

Once you have finished giving your evidence, you will be free to leave the proceeding. We will let you know when you can go.

If you have questions

If you have any questions before the proceeding, ask the person or business who has asked you to be their witness. If they don't know the answer, they can contact the associate of the Member who is dealing with the matter.

If you have any questions during the proceeding, wait until it is your turn to speak then ask the Commission Member.