

Who can sign up for CPAN?

Anyone. If you have the need to obtain information on an ongoing basis for business or personal use, without improper intent, you can gain access to CPAN. It is a breach of the service agreement to sell the information obtained through the CPAN system.

I just have an item or two to look up. Can I sign up for CPAN?

Please contact the Clerk of District Court first. Their number is (402) 444-7018 (ask for indexing). They can assist you with obtaining information and document copies for the specific item you are looking for. <http://www.dc4dc.org/clerk/>

How long does it take to get set up?

An account usually takes one business day to complete, provided that a signed contract has been completed.

Do I need any equipment to be able to use CPAN?

You will need to have Internet service on your PC. Then, once a contract is received by DOT.Comm, you will be given login information and instructions on how to download the program from our website.

How do I sign up for CPAN?

Please download a contract from our website, <http://www.dotcomm.org/cpan/index.htm>. Print out a contract, fill it out and sign the last page. Fax the completed contract to (402) 444-6272. You will receive your access information via email once the account is completed.

How much does it cost?

CPAN is only \$30.00 minimum. This includes 250 transactions per month. If more transactions are needed the additional transactions are 12¢ each.

High volume customers are charged \$420 per month minimum. This includes 20,000 transactions per month and additional transactions after 20,000 are 6¢ each.

Imaging services (document viewing) is also available for \$210/month.

If the system is not used during a specific month, are there still charges for that month?

Since access is being provided for your usage, CPAN is a minimum charge of \$30.00 a month regardless of how little it is used.

How do I pay my bill?

Send payment by check or money order to the address listed below or fill out an [EFT \(Electronic Funds Transfer\) form](#).

DOT.Comm/City of Omaha Cashier
RM H10
1819 Farnam Street
Omaha, NE 68183

What if I need to deactivate or reactivate my account?

If you need to cancel your subscription to CPAN, a 30-day notice in writing is required. You may send your request via [email](#), fax to 402.444.6276, or postal mail (this could take days longer to process). Please include the company name, your name, customer number and date that you would like to end service of cancellation requested (keeping in mind that we do cancellations at the end of the month). If cancellation is requested anytime on or after the first of any given month, your services will continue through the end of that month and then will be deactivated on of the 1st of the following month.

Reactivation is quick and easy. We must receive a reactivation request in writing via [email](#), fax, or postal mail (this could take days longer to process). Please include the company name, your name and customer number as well as any contact information that may have changed since previous service (i.e. address, contact name, phone number, company name). In **most** cases, you will retain your original customer number and login credentials.