

Operator-Assisted Conferencing Services Available

Operator-Assisted Audio Conferencing ensures that your conversations are always secure from unauthorized audiences and provides instant access to operator support. Choose Operator-Assisted if you require personal assistance on your conference calls.

Operator-Assisted calls access options are Dial-in US Toll, US Toll-free, International Toll-free and Operator Dial-out.

To Join/Start an Operator-Assisted Conference*If You Are the Conference Moderator*

1. Dial the conference telephone number provided to you.
2. An operator will answer.
3. State your Company Name and that you are the Conference Moderator.
4. Once you have been identified as the conference moderator, the operator will:
 - Retrieve the conference information
 - Notify you which participants are currently on the call
 - Place you into the call
5. Begin the conference call.

If You Are a Call Participant

1. Dial the conference telephone number provided to you.
2. An operator will answer.
3. State the following information:
 - Your Company Name
 - Conference Moderator
4. The operator will:
 - Retrieve the conference information
 - Place you into the call.

Operator-Assisted Conferencing Features Available**Access Options**

Set up the type of conference access that works best for your business. Access methods available include dial-in via toll, toll-free or international toll-free numbers, and dial-out (domestic and international).

Call Monitoring

All calls are monitored digitally. Upon request, an Operator will monitor your call to ensure quality.

Cost TrackerSM

Allows you to bill back charges for conference calls with specific clients. Simply enter the appropriate client code at the beginning of the call and it will be recognized on your invoice as a subtotal for that client.

Entry/Exit Tones

Selecting this option enables tones to be played upon entry and exit from the conference.

Listen-Only

When activated, all participants are placed in a listen-only mode to allow for uninterrupted presentations to be done.

Music on Hold

Music can be played while your participants are waiting for the conference to begin.

Operator Assistance

Reach an operator instantly by dialing *0.

Participant Announcement

When this feature is selected, the operator announces each participant's name as they join the call.

Passcode

Dial-in participants can be required to enter a passcode on their touch-tone telephones before gaining access to a confidential teleconference. The passcode can be changed for security.

Recurring Call Reservation

If you have a recurring call, just set up your conference call once and we will schedule a standing reservation for your call.

Reservation Confirmation

All reservations are confirmed via email, unless you specify otherwise.

Roll Call

If requested, the operator takes attendance and will announce the names of all participants at the beginning of the conference.

Secure Call

Using the telephone keypad, the teleconference moderator can open and close access to the call. While closed, both the operator and late participants will be locked out.

Subconference

Two or more conference participants can request a private line for closed discussion, then return to the main conference at any time.

Training

User guides available to provide clear instructions on how to use the features available to make the most of your call. Additionally, we can provide training on our services via conference call.

Helpful Hints for a Successful Conference Call:

- Prepare an agenda
- Determine the number of participants
- Determine which type of conference call is needed (audio, web, or both)
- Select the conference type to best suit your meeting needs (e.g., Operator-Assisted)
- Choose conferees access options (e.g., dial-in toll, dial-in toll-free)
- Consider not using a speakerphone
- If you have music on hold, do not put your call on hold while connected to the conference
- Make sure only one person speaks at a time
- Mute phone when you are not speaking
- Identify yourself when you speak
- Keep side conversations to a minimum
- Limit background noise
- Consider breaks for calls longer than 90 minutes