

# Audio Conferencing

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**Welcome to the simplicity and convenience of Audio Conferencing from Verizon Conferencing!**

**With this easy-to-use guide, you can plan, schedule, and conduct electronic meetings quickly and efficiently, helping you to:**

- Reduce travel costs and time associated with traditional meetings
- Make faster decisions and disseminate information more quickly
- Improve communications by bringing dispersed groups together
- Broaden participation in meetings
- Increase productivity

We provide the meeting expertise you need to be more efficient, effective, and productive. Verizon Conferencing makes planning your electronic meetings as easy as 1-2-3.

**Choose the Type of Meeting**

**Premier Service**

Are you planning a high-visibility meeting, a formal presentation to a large group, an investor relations call, a focus group, or a press conference? Do you want a dedicated conference team to manage your call from start to finish? If so, choose Premier Service.

- A Meeting Manager, a senior-level Conference Coordinator, acts as your single point-of-contact and works with you before, during, and after your call.
- A Conference Coordinator greets each participant and enters him or her into the call.
- Additional assistance from multiple Conference Coordinators is available, as required.

Complete meeting management tools for Premier Service include:

- Conference Recording
- Instant Replay Plus
- Listen Only
- Meeting Manager
- Net Conferencing
- Participant List
- Participant Screening
- Pre-notification
- Polling
- Question & Answer
- Web RSVP/Meeting View<sup>1</sup>

**Standard Service**

Are you planning a meeting for a medium-sized group, such as a staff training session or project management meeting? If so, choose Standard Service.

- A Conference Coordinator greets each participant and announces him or her into the call, or participants can utilize rapid entry<sup>2</sup>, where each participant will be prompted to enter a passcode.
- A Conference Coordinator frequently monitors your meeting and can be called for assistance at anytime by pressing **\*0** on a touchtone phone.

Complete meeting management tools for Standard Service include:

- Announce Late Participants
- Instant Replay Plus
- Net Conferencing
- Roll Call/Rapid Entry<sup>2</sup>
- Standing Reservation
- Tape Playback

**Instant Meeting Service**

Do you want the flexibility of hosting a meeting at any time, without making a reservation? If so, choose Instant Meeting Service.

- You are assigned dial-in numbers and passcodes.
- To host a meeting, simply distribute the dial-in numbers and participant passcode to the attendees, along with the date and time of your meeting. No prior reservation with the Verizon Conferencing Center is necessary, and the dial-in numbers and passcode will remain the same for all your future meetings.

<sup>1</sup>U.S. customers only  
<sup>2</sup>U.S. customers only

- Instant Meeting Service enables the conference leader to control his/her conferences via DTMF commands on a touchtone phone or via a simple Internet interface called the Instant Meeting Web Moderator, which can be accessed via the following Internet link: [www.e-meetings.verizonbusiness.com](http://www.e-meetings.verizonbusiness.com).

Complete meeting management tools associated with your Instant Meeting Service subscription include:

- Conference Continuation
- Conference Lock
- Conference Mute
- Conference Record/Replay
- Entry/Exit Announce Setting
- Participant List
- Roll Call
- Waiting Room

## **Choose How Participants Attend Your Electronic Meeting**

### **Dial Out**

Do you need a personal assistant to remind participants of important calls? Would you like a Conference Coordinator to call each participant? If so, choose Dial Out access. You notify participants of the day and time of the meeting. Prior to the meeting, your Conference Coordinator will call each participant and connect him/her to the conference. Dial Out is available with Premier, Standard, and Instant Meeting Service only. The Dial Out facility on your Instant Meeting Service is initiated by the conference leader and enabled using the Instant Meeting Web Moderator.

### **Global Access**

Global Access is our local access feature that allows participants to come together for a conference call on a single-conferencing bridge platform. The Global Access method provides a flexible and robust way of accessing Verizon's Audio Conferencing services, using either Local Freephone or Local Toll Access numbers. To view the complete list of Global Access countries, go to <http://e-meetings.verizonbusiness.com/crc/zones-intl>.

### **Local Freephone (Toll Free)**

Are your participants staying at hotels and paying increased phone rates? If your participants are clients, would you like to pick up their call charges? If so, choose Local Freephone Access. When you schedule your meeting, you/your participants will be given a Local Freephone number for the country you will be calling from.

### **Local Toll Access**

Local Toll Access, or In-Country Toll Access, provides a cost-effective access method for customers that wish to provide a local dial-in number for participants to their call. Participants receive a geographic number that relates to the country in which they are located, when joining their conference call.

**Note:** Access methods may vary from country to country. Speak with a Verizon Business reservationist to find out what your options are.

## **Choose Features for Enhanced Meeting Management Capabilities**

Do you want your conference to be efficient and productive? Do you want increased control of the meeting? If so, choose from our three groups of features:

- Advanced
- Support
- Administrative

### **Advanced Features**

**Audio Streaming & Replay.** Broadcast audio content to a large, geographically diverse audience over the Internet. Audio streaming supports up to 1,000 participants. Use Audio Replay in addition to an Audio Streaming conference or as a stand-alone product. The replay is available for 30 days.

**Conference Monitoring.** A Conference Coordinator will continuously monitor your call for quality. Leaders can dial   for immediate assistance during a call.

**Net Conferencing.** Designed to complement any conference call, this powerful feature allows all participants to view your meeting documents over the Internet. No special software is needed—participants simply access a pre-assigned website.

**Participant Screening.** We'll pre-screen participants as they enter the meeting.

**Polling.** An instant opinion poll or survey can be conducted by asking participants to signal responses via their touchtone phones.

**Question & Answer.** You can conduct an orderly question-and-answer session without interruptions, while the audience remains in "listen-only" mode.

**Subconferencing.** Pre-designated participants may confer privately within a separate call and then return to the main meeting.

### **Support Features**

**Announce Late Participants.** We will announce late participants as they enter your call.

**ASAP Calling.** When you need to hold a meeting immediately, request ASAP Calling. A conference call can typically be arranged in 20 minutes or less.

**Coordinator Request.** A Conference Coordinator is available to fulfill special requests during your call.

**Enter & Announce.** Each participant will be entered and announced into the meeting.

**Listen Only.** To ensure that your large call is conducted efficiently, participants may be placed in "listen-only" mode while the conference leader is speaking.

**Music While On Hold.** Music can be provided to participants waiting to be entered into the call.

**Roll Call.** We can conduct a roll call, so that all participants know who else is on the line.

**Secured Call.** To ensure privacy, this feature allows the conference leader to control the entry of participants into the call.

**Tape Playback.** A Conference Coordinator will play your pre-recorded audiocassette during your meeting (24-hour notice required).

**Tone In.** A tone will be heard for each participant as they enter the call.

### **Administrative Features**

**Manage My Meetings.** You can access several online tools with one login name and password. Just visit our website, [www.e-meetings.verizonbusiness.com](http://www.e-meetings.verizonbusiness.com), to learn more.

**Conference Recording.** We'll record your conference calls on audiocassette or CD.

**Customer Reference Codes.** Identify the calls listed on your Conferencing invoice by name, number, or combination of both. You may choose up to 20 alphanumeric characters to denote customer-specific information for accountability purposes. This feature must be set up at the time your Verizon Business Conferencing account is established.

**e-Scheduling.** Make your reservation over the Internet by logging on to [www.e-meetings.verizonbusiness.com](http://www.e-meetings.verizonbusiness.com) and choosing e-Scheduling.

**Interpretation/Translation Services.** We can refer you to a language translation company that can provide online language interpretation services for your call (24-hour notice required).

**Instant Meeting Service Subscription Tool.** Subscribe to and modify your Instant Meeting Service account online at [www.e-meetings.verizonbusiness.com](http://www.e-meetings.verizonbusiness.com).

**Instant Replay Plus.** Participants can listen to a digital recording of the conference call at their convenience. You can also provide participants with the option to receive documents via fax or answer survey questions using their phone.

**Master List.** We will keep a file of your call participants. This alleviates the need to repeatedly supply phone numbers.

**Mute/Unmute.** Participants and/or leaders who may be on the phone without mute capability can mute or unmute themselves by using their touchtone phone.

## Quick Reference Guide

**Participant List.** At your request, we will compile a list of participants who attended your conference call.

**Pre-notification.** We will notify participants of the date and time of your meeting (48-hour notice required).

**Rapid Entry<sup>3</sup>.** Participants can join a conference directly by entering a leader or participant passcode instead of waiting in queue for an operator greeting.

**Standing Reservation.** You can make a standing reservation for a regularly scheduled conference call.

**Transcription.** Conference calls can be transcribed to either paper or electronic file.

**Web RSVP.** Conference leaders can collect and view participant information online. Participants register via the Internet, and responses are stored in a centralized mailbox.

### Feature Chart

X Nominal charge for this feature

✓ Feature included at no additional charge

If box is not marked, feature is not available.

<b>Premier</b>					
<b>Standard</b>			<b>Coordinator periodically monitors the call to ensure quality</b>		<b>Coordinator is on the line throughout the call</b>
<b>Instant Meeting</b>					
<b>Meeting Manager</b>			✓	<b>ADVANCED</b>	
<b>Participant Screening</b>			✓		
<b>Polling</b>			✓		
<b>Q&amp;A</b>			✓		
<b>Subconferencing</b>			✓		
<b>Net Conferencing</b>	X	X	X		
<b>Audio Streaming &amp; Replay</b>		X	X	<b>SUPPORT</b>	
<b>ASAP Calling</b>		✓	✓		
<b>Coordinator Request</b>		✓	✓		
<b>Tone In</b>	✓	✓	✓		
<b>Enter &amp; Announce</b>		✓	✓		
<b>Listen Only</b>	✓	✓	✓		
<b>Music While on Hold</b>		✓	✓		
<b>Roll Call</b>	✓	✓	✓		
<b>Announce Late Participants</b>		✓	✓		
<b>Secured Call</b>	✓	✓	✓		<b>ADMINISTRATIVE</b>
<b>Tape Playback</b>		✓	✓		
<b>Customer Reference Codes</b>		✓	✓		
<b>Conference Recording</b>		X	X		
<b>Master List</b>		✓	✓		
<b>e-Scheduling</b>		✓	✓		
<b>Instant Replay Plus</b>		X	X		
<b>Web RSVP</b>		X	X		
<b>Participant List</b>	✓	X	X		

<sup>3</sup>Only available in the U.S.

**Feature Chart** (cont'd)

<b>Premier</b>				<b>ADMINISTRATIVE</b>
<b>Standard</b>				
<b>Instant Meeting</b>				
		<b>Coordinator periodically monitors the call to ensure quality</b>	<b>Coordinator is on the line throughout the call</b>	
<b>Prenotification</b>		x	x	
<b>Standing Reservation</b>	✓	✓	✓	
<b>Transcription</b>		x	x	
<b>Interpretation/Translation Services</b>		x	x	
<b>Mute/Unmute</b>	✓	✓	✓	
<b>Manage My Meetings</b>	✓	✓	✓	
<b>Instant Meeting Subscription Tool</b>	✓			

**Scheduling Your Meeting**

**1. Call Verizon Conferencing reservations at:**

<b>Asia-Pacific</b>			
Main#	+852-2802-5100	Malaysia	1-800-803-186
Australia	1800-505-020	New Zealand	0800-443-232
China	10-800-852-0421	South China	10-800-152-0241
Hong Kong	+852-2802-5100	South Korea	00798-8521-2020
Japan	+81-3-5539-5100	Taiwan	0080-85-5556
<b>International</b>			
Main#	+44-20-7950-9950	Ireland	1-800-55-6029
U.K.	0800-0-18-24-18	Israel	1-800-920-3583
Austria	0800-999-858	Italy	800-782-530
Belgium	0800-40054	Luxembourg	8002-5186
Denmark	8088-3798	Netherlands	0800-023-0681
Finland	0800-1-79876	Norway	800-14474
France	0800-686-983	Poland	0-0-800-1112-849
Germany	0800-8001361	South Africa	0800-996-497
Greece	00800-12-5620	Spain	900-93-1821
Hungary	06-800-14546	Sweden	020-79-0554
<b>Americas</b>	1-800-475-5000		

If you are not located in one of these countries, you may call the direct dial numbers for your region:

Asia-Pacific: +852-2802-5100  
 International: +44-20-7950-9950

Or, log onto [www.e-meetings.verizonbusiness.com](http://www.e-meetings.verizonbusiness.com) and follow the e-Scheduling instructions to reserve your conferences online.

**2. Be prepared to provide the following information:**

- Your name, address, and phone number
- Authorization code
- Any information you would like to appear on your invoice, such as department or budget code
- Name of the person leading the meeting and an address and phone number where he/she can be reached during the call
- The date, time (including time zone), and approximate duration of the meeting
- The number of participants attending your meeting
- Your billing address

**3. Specify how participants will access your electronic meeting:**

- Dial Out access
- Global access

If you schedule a Dial Out call with Premier or Standard service, you will need to provide the following information for the participants who will be attending:



- First and last names
- Phone numbers

**4. Select features to enhance your meeting management capabilities.**

**5. When your call confirmation is sent to you, please verify that all information is correct. If there are any changes, please call Verizon Conferencing reservations to let us know.**

**Meeting Tips**

Our goal is to help you plan and conduct your meetings, allowing you to concentrate on effectively communicating your message. To make sure your meeting runs smoothly, you may consider these tips:

- Conduct a roll call.
- Remind participants to identify themselves by name and location when speaking.
- Address individuals by name when speaking.
- Encourage participation and stimulate discussion.
-   is available at any time for Conference Coordinator assistance on attended level calls.
- If you disconnect, simply redial the conference phone number and enter the passcode.
- If the Conference Coordinator dialed out to you and placed you into the call, he or she will reconnect you.
- To ensure that the sound quality of your call is clear:
  - Speak clearly and avoid side conversations and background noise.
  - Try to avoid using a speakerphone. However, if it is necessary, be sure to use the mute button when not speaking.
  - If your meeting has many participants but few speakers, increase the sound quality of your call by asking your reservationist to reserve “listen-only” mode so participants are muted until it is time for them to speak.

**Meeting Checklist**

With Verizon Conferencing, it's easy to plan and conduct your electronic meetings. Just follow these simple steps:

**Scheduling Your Meeting**

- Gather important information, such as the approximate number of call participants and the moderator's name and phone number prior to making your reservation.
- Your reservationist will ask about your specific needs, so he or she can better determine which call features will be beneficial. See our feature chart for descriptions.
- Your call confirmation will be sent to you. Please verify that all information is correct and let us know if you have any additional requirements.
- Distribute pre-call materials to all call participants.
- Plan to record your conference for those who cannot attend.

**Conducting Your Meeting**

- Develop an agenda and distribute it by fax or e-mail prior to the meeting. Be sure to include the date, time, phone number, and passcode for the call. Remind participants to be ready approximately 10 minutes in advance of your meeting if you choose Dial Out access.
- Create a list of speakers who will take part in the call.

**After Your Meeting**

- If you want to distribute minutes or a transcription to all participants, be sure to schedule our transcription service at the time of reservation.
- Circulate decisions and action items to the appropriate participants.
- Schedule a follow-up conference call to ensure action items are being completed.
- Provide a source—e-mail, fax, or phone—for participants to request additional information after your meeting.

**Important Numbers**

Customer Relations:

Australia	1800-505-500 (Option 3)
International	+44-20-7950-9950
Hong Kong	+852-2802-5100 (Option 3)
Japan	+81-3-5539-5100 (Option 3)
Singapore	+65-6883-9144 (Option 3)
U.S.	1-800-475-0600

For additional information on other conferencing services:

Australia	1-800-505-500
EMEA	+44-0-20-7950-9700
Hong Kong	+852-2802-5888
Japan	+81-3-5539-0071
Singapore	+65-6883-9144
Americas	1-800-480-3600

For future reference, please record your authorization code here:

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