

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 decisions faster and disseminate information quicker
- 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.

Planning Your Meeting

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 presentation to a large group, an investor relations call, a focus group, or press conference? Do you want a dedicated conference coordinator 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, if necessary.

Suggested meeting management features for Premier Service include:

- Prenotification
- Participant Screening
- Conference Recording
- Instant Replay Plus®
- Net Conferencing
- Meeting Manager
- Web RSVP
- Question & Answer
- Polling
- Participant List
- Listen Only
- Meeting View®

Standard Service

Are you planning a meeting for a mid-size group, such as a staff, training, or project management meeting? If so, choose **Standard Service**.

- A Conference Coordinator greets each participant and announces him or her into the call.
- A Conference Coordinator frequently monitors your meeting and can be called for assistance at anytime by pressing [*] [0] on a touchtone phone.

Suggested meeting management features for Standard Service include:

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

Instant Meeting®

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

- You are assigned personal dial-in numbers and a passcode.
- To host a meeting, simply distribute the dial-in numbers and passcodes to participants and tell them to dial the number at the time of the meeting. No advance reservation with the Verizon Conferencing Center is necessary, and the number may be used at any time, over and over.
- Instant Meeting enables conference leaders to control their conferences via DTMF commands on their touchtone phone or via a simple Internet interface called the Instant Meeting Web Moderator, which can be accessed by going to www.e-meetings.verizonbusiness.com.

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Meeting management features that come standard with your Instant Meeting Subscription include:

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

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 enter him or her into the conference. Dial Out is available with Premier, Standard, and Instant Meeting service only. Instant Meeting Dial Out is available to, and initiated by, the conference leader.

Toll Free Meet Me

Are your participants staying at hotels and paying increased phone rates? Or, would you like to pick up their long distance charges? If so, choose **Toll Free Meet Me** access. When you schedule your meeting, you are given a toll-free number and numeric passcode. Provide this number to participants, and they can join your meeting from locations in the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands. You may request a one-time, toll-free number or a specific toll-free number for a regularly scheduled meeting.

Toll Meet Me

Do you want participants to pay for their own long distance charges? If so, choose **Toll Meet Me** access.

At the time you schedule your meeting, you will be provided a long distance number. Provide this number to participants, and they can join your meeting from locations in the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands. Participants are responsible for their own long distance charges. If you have a Private Dialing Plan (PDP) from Verizon Business, you can request Meet Me access to your calls. At the time you schedule the call, you will be provided with a PDP number. Provide this number to parties who are on the PDP to access your calls.

Universal International Freephone Number (UIFN)

International participants can dial a North American-based call via toll-free access. Because **UIFN** is offered from a limited number of countries, please request this type of access when you schedule your call.

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. Dialing [*] [0] will bring immediate assistance.
- **Meeting View.** Monitor your managed event via the Internet through online polling, Q&A, and chat functions. Meeting View is only available in North America.

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- **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 prerecorded 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, to learn more.
- **Conference Recording.** We'll record your conference calls on audiocassette.
- **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 Conferencing account is established.
- **e-Scheduling.** Make your reservation over the Internet by logging on to www.e-meetings.verizonbusiness.com and choose 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 Subscription Tool.** Subscribe to and modify your Instant Meeting account online at 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 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.
- **Participant List.** At your request, we will compile a list of participants who attended your conference call.
- **Prenotification.** We will notify participants of the date and time of your meeting (48-hour notice required).

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- **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

- ✗ Nominal charge for this feature.
- ✓ Feature is included at no additional charge.

If box is not marked, feature is not available.

	Instant Meeting	Standard	Premier	
		Coordinator periodically monitors the call to ensure quality	Coordinator is on the line throughout the call	
Meeting View			Only available in the U.S.	
Meeting Manager			✓	Advanced
Participant			✓	
Screening			✓	
Polling			✓	
Q&A			✓	
Subconferencing			✓	
Net Conferencing	✗	✗	✗	
Audio Streaming & Replay		✗		
ASAP Calling		✓	✓	Support
Coordinator Request		✓	✓	
Tone In	✓	✓	✓	
Enter & Announce		✓	✓	
Listen Only	✓	✓	✓	
Music While on Hold		✓	✓	
Roll Call	✓	✓	✓	
Announce Late Participants	Available at subscription set-up	✓	✓	

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	Instant Meeting	Standard	Premier	Administrative
Secured Call	✓	✓	✓	
Tape Playback		✓	✓	
Customer Reference Codes		✓	✓	
Conference Recording		✗	✗	
Master List		✓	✓	
e-Scheduling		✓	✓	
Instant Replay Plus		✗	✗	
Web RSVP		✗	✗	
Participant List	✓	✗	✗	
Prenotification		✗	✗	
Standing Reservation	✓	✓	✓	
Transcription		✗	✗	
Interpretation/ Translation Services		✗	✗	
Mute/Unmute	✓	✓	✓	
Manage My Meetings	✓	✓	✓	
Instant Meeting Subscription Tool	✓			

Scheduling Your Meeting

1. Call Verizon Conferencing Reservations

Americas			
U.S.	1-800-475-5000		
Canada	1-877-646-9403		
Asia-Pacific			
Main#	+852-2802-5100	New Zealand	0800-443-232
Australia	1800-505-020	Philippines	1-800-765-8042
China	10-800-852-0421	Singapore	800-852-3221
Hong Kong	+852-2802-5100	South Korea	00798-8521-2020
Japan	+81-3-5539-5100	Taiwan	0080-85-5556
Malaysia	1-800-765-8042		
Europe, Middle East, Africa			
Main#	+44-20-7950-9950	Ireland	1-800-55-6029
U.K.	0800-0-18-24-18	Israel	1-800-920-3583
Belgium	0800-40054	Italy	800-782-530
Denmark	8088-3798	Luxembourg	8002-5186
Finland	0800-1-79876	Netherlands	0800-023-0681
France	0800-686-983	Norway	800-14474
Germany	0800-8001361	Poland	0-0-800-1112-849
Greece	00800-12-5620	Spain	900-93-1821
Hungary	06-800-14546	Sweden	020-79-0554

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

- **Americas:** 15-228-5035 (audio reservations only, collect calls accepted)
- **Asia-Pacific:** +852-2802-5100
- **EMEA:** +44-20-7950-9950

Or log onto 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 (or PDP number) where he or she can be reached during the call
- The date, time (including time zone), and approximate length 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
- Toll Meet Me access
- UIFN
- Toll Free Meet Me access
- Meet Me access

If you schedule a Dial Out call with Premier or Standard service, you may 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

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 so you can concentrate on effectively communicating your message. To make sure your meeting runs smoothly, please 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.

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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. Please 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

- 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:

- **U.S.** 1-800-475-0600
- **Canada** 1-877-646-9403
- **Europe** +44-20-7950-9950
- **Hong Kong** +852-2802-5100
- **Japan** +81-3-5539-5100
- **Australia** 1-800-505-500

For additional information on other conferencing services, 1-800-480-3600 (U.S. only).

For future reference, please record your authorization code here:

Visit our website at
www.verizonbusiness.com
to learn more about
Verizon Business's
products suite.