Audio Conferencing Guide

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.

Service Offering

Type	Description
Premier Ideal for high-visibility events, including investor relations calls, town halls, and media relations conferences	Provides a dedicated Conference Coordinator to continuously provide support and assistance throughout the call. An Event Specialist will be the point of contact before and after the conference to coordinate the details and logistics of the call. Premier Service is available with all access types, however certain advanced features are only available with Premier Service.
Standard Ideal for regularly scheduled calls, such as medium to large internal employee meetings, where Conference Coordinator facilitation and oversight is not needed.	A Conference Coordinator is available to open the call, if necessary, but does not remain on the call to monitor it in its entirety. Standard calls are periodically scanned and checked for quality. Conference Coordinator assistance is available as needed by pressing *0 on your touch-tone keypad. Standard Service is available with all audio conferencing entry types.
Unattended A reserved ad hoc call for leaders without an instant meeting subscription	To join the meeting, each participant enters a numeric passcode on their telephone keypad. This passcode can be customized for your meeting. A Conference Coordinator may be called for technical assistance by pressing *0 on a touch-tone phone.

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Type	Description
Instant Meeting A reservationless offering designed for conferencing users that have established a subscription which provides them with an unchanging toll-free dial in number and unchanging leader and participant passcodes.	The conference leader can use this self-service offering to host audio conferences on demand. Dial-in access numbers and passcodes are assigned at the time of subscription, and do not change. The leader can manage and monitor calls using the keypad on their phone, or keystrokes on an Internet browser. Leaders receive a subscription available in 10 port increments. A fee may be applied for subscriptions of more than 20 ports. Subscriptions are available 24 x 7, 365 days a year.

Entry Methods

Entry method	Description	Premier	Standard	Unattended	Instant Meeting
Enter & Announce	The Conference Coordinator places and announces each participant into the conference.	Y	Y	Y Self announce	Y Self announce
PIN Entry Plus	Permits conference leaders the ability to assign each participant joining their conference calls a unique PIN Code, allowing them to identify each caller based on their PIN association (in addition to the participant passcode) for identification and added security.	Y	Y		
Rapid Entry	Leaders and participants enter an assigned numeric passcode for automated entry into the conference. Participant Lists are not available with the Rapid Entry option.	Y	Y	Y	Y
Waiting Room	Allows conference leader to pre-screen participants prior to entering them in the main conference. Requires use of Web Moderator.				Y

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Entry method	Description	Premier	Standard	Unattended	Instant Meeting
Announce Late Participants	Conference Coordinators announce participants as they enter a conference call that is already in progress. Requires Operator Entry.	Y	Y		
ASAP Conferences	Allows a conference call to be scheduled to start within 20 minutes of the time of reservation. Reservations can be made via phone or through the online scheduling tool.	Y	Y	Y	Y
Click to Join	Global Access provides leaders and participants from around the world with the ability to use a local access number to join their conference call.	Y	Y		Y

Feature Chart

* - Nominal charge for this feature.
Y - Feature is available for the service type
If the box is empty the feature is not available.
Please note that Instant Meeting features are self-service.

Feature	Description	Premiere	Standard	Unattended	Instant Meeting
Communications Line	Dedicated connection on a separate communications line that allows the designated Conference Coordinator and the customer to communicate prior to, and during the conference for the purpose of relaying information about conference status (including start time, line quality, troubleshooting, participant screening, quality assurance screening, and follow-up). This service is only available with Premiere.	Y*			
Conference Monitoring	Conference Coordinator assistance is available. Conference quality is monitored (Premier - full monitoring, Standard – periodic monitoring).	Y	Y		

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Feature	Description	Premiere	Standard	Unattended	Instant Meeting
Conference Recording	A digital recording of the conference call is made available on a Verizon provided website, and available to be downloaded by the Customer on the Internet. There is a limit of 20MB per hour of call. Recordings will be posted to the Internet within two hours of the conclusion of the call. Recordings are available for a period of 30-days	Y*	Y*		Y*
Conference Scheduling Assistant	Make your reservation over the Internet by logging on to www.e-meetings.verizonbusiness.com and choose Conference Scheduling Assistant.	Y	Y	Y	Y
Conference Transcription	Transcription of US English conference calls. The transcription will be emailed within 48 hours of the conference call ending.	Y*	Y*		
Coordinator Request	A Conference Coordinator is available to fulfill special requests during a call. This service is chargeable for Unattended and Instant Meeting services.	Y	Y	Y*	Y*
Customer Reference Codes	Customer Reference Codes can be used to identify the calls listed on a customer's invoice by name, number or a combination of both. Customers may choose up to 25 alphanumeric characters to denote customer specific information for accounting purposes. This feature must be set up at the time the audio conference account is established. (Note: Instant Meeting Service can currently provide CRC at the individual call level.)	Y	Y	Y	Y
Instant Replay	Allows a conference leader to initiate a digital recording of a				Y*

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Feature	Description	Premiere	Standard	Unattended	Instant Meeting
	conference call, without reservation or Conference Coordinator, by accessing a Company-designated Internet site, at any time prior to or during an Instant Meeting Service conference call and allows participating callers with a customer-issued passcode to access an Instant Meeting Replay recording via a Company-issued toll-free number or direct distance dial number. Please note that recording of the call is a pre-requisite to this feature.				
Instant Replay Plus	Allows participants to access a digital replay of a previously held Conferencing Calling call or other recorded audio announcement via a toll free or toll number (standard telephone number) 24 hours per day, 7 days per week. The following features are available: Index Select: Permits callers to advance to particular recorded segment via touch-tone menu options. PIN or Passcode: Assigns an optional PIN or Passcode to the Customer's replay to ensure privacy. Individual PIN code assignment allows tracking of caller responses. A database of eligible callers must be received from the Customer to enable assignment and tracking of individual PIN codes. Voice Response: Permits the Customer to define up to five caller identification voice prompts (e.g., name, phone number, e-mail address, department number, and location), or to define additional	Y*	Y*		

Feature	Description	Premiere	Standard	Unattended	Instant Meeting
	voice prompts for callers to leave messages or comments before the recorded program. Voice responses are transcribed and e-mailed to the Customer. This feature must be requested when making the reservation.				
Large IM Subscription	Multiple Tier levels available for Instant Meeting port subscription services regarding the number of committed ports subscribed to per month.				Y*
Listen Only	Participants can be placed in listen-only mode while others are speaking.	Y	Y	Y	Y Leader controlled
Meeting View	Meeting View is a Web-based interface that allows call leaders to: ● View, sort and print a list of participants and line status ● Mute/un-mute/disconnect participants ● Promote or remove participants from a Q&A queue ● View bridge-based polling results in real time ● Chat with other pre-designated call leaders or the Conference Coordinator.	Y			
Music While On Hold	Participants will hear music while on hold until the conference call begins	Y	Y		Y
Mute/ Unmute	Participants can mute or unmute themselves during the call by pressing *6 on their phone's keypad.	Y	Y	Y	Y
Operational Reports	Operational Reports provides detailed reports for Customers whose usage exceeds $50,000	Y*	Y*	Y*	Y*

Feature	Description	Premiere	Standard	Unattended	Instant Meeting
	per monthly period. Customers may request Operational Reports on either a one-time or a monthly recurring basis. Standard Reporting provides customized conference call detail information. Global Reporting consolidates Standard Reporting for two or more regions.				
Participant List	Within 24 hours of the conference call, the Leader will be emailed a list of all participants on the call. Up to three variables per participant can be compiled. Please note, up to five variables per participant can be compiled as part of Voice Response Capture calls.	Y*	Y*	Y*	Y*
Participant Screening	Provides pre-screening of participants as they enter the meeting.	Y*			
Platinum Premier Service	Provides the highest degree of support and facilitation by executive level Conference Coordinators. The Platinum Conferencing Coordinator team has the highest level of experience with high profile customers and in delivering positive customer experiences. The Platinum Premier Service provides all the required Conferencing Coordinator functionality contained within the Premier Service offering with the addition of a dedicated Conference Coordinator being assigned to moderate the entire conferencing event. This feature is only available with the Premier level of service.	Y*			
Polling	Polling or surveying can be conducted by asking participants to indicate their responses via their touch-tone	Y			

Feature	Description	Premiere	Standard	Unattended	Instant Meeting
	keypads. 24 hours advance notice is required to establish a polling call.				
Question & Answer	Customers can conduct a question-and-answer session facilitated by the Conference Coordinator while participants remain in listen-only mode. A participant can use a DTMF command to join the queue to ask a question.	Y			
Roll Call	Customers may request a roll call of conference participants, conducted by the Conference Coordinator, at the opening of the call.	Y	Y		
Secured Call	This feature allows control over who enters the call and helps prevent confidential conversations from being overheard or monitored, even by the Conference Coordinator. This feature can be requested when the reservation is made or at any time prior to the call.	Y	Y		Y
Standing (recurring) Reservation	A recurring reservation can be made for any regularly scheduled conference call.	Y	Y	Y	Y
Sub-conferencing	Designated callers can confer privately within a conference call and then return to the main call with the assistance of a Conference Coordinator.	Y			
Tone In	Each participant already in the conference will hear a tone as new participants join the call.	Y	Y	Y	Y
Voice Response Capture	Permits the Customer to define up to five caller identification voice prompts (e.g., name, phone number, e-mail address, department number, and	Y*	Y*		

Feature	Description	Premiere	Standard	Unattended	Instant Meeting
	location), or to define additional voice prompts for callers to leave messages or comments before and/or after the recorded program. Participants enter their passcode and then are prompted to record the data elements the customer has requested. Once recorded, they are placed immediately into the call. Recordings are transcribed after the call ends and the participant list is assembled and emailed to the customer.				
Web RSVP	Web RSVP is an Internet registration tool designed to collect and view meeting participant information online. Customers can post meeting-specific information for their participants and collect up to five pieces of information about their participants, including name and e-mail address. Web RSVP allows conference leaders to download participant list reports via e-mail.	Y	Y		

Scheduling Your Meeting

1. Call Verizon Conferencing Reservations
Please contact Verizon at one of the numbers below or email us for further assistance.
Email: customerrelations2@mymeetings.com
United States: 800-475-5000 or 415-228-5025
Australia: 1800-505-020
Hong Kong: 852-2802-5100
Europe, Middle East & Africa: 44-20-7950-9950
Singapore: 65-6883-9144

Or log onto www.e-meetings.verizonbusiness.com and follow the Conference Scheduling Assistant (CSA) 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

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- Name of the person leading the meeting and an address and phone 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

There are three choices:
- Attended Click to Join **AND**
- Dial Out access
- Toll Meet Me access
- Toll Free Meet Me access

Attended Click to Join
Click to Join provides a faster and easier method of joining an audio meeting using a web join hyperlink that initiates a dial-back to the user designated telephone number

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 them 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/ Toll Meet Me
Would you like to give your participant options in how they dial in to meetings? If so, choose Toll Free Meet Me or Toll Meet Me access. When you schedule your meeting, you are given a toll-free number and numeric passcode or toll number and numeric passcode. Provide this number to participants, and they can join your meeting from Global Access locations. You may request a one-time, toll-free number or a specific toll-free number for a regularly scheduled meeting. With Toll Meet Me participants are responsible for their own long distance charges.

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.

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The following information is specific to your reservation: Unique Click to Join links are provided for speakers and participants. For anyone unable to use Click to Join please include the dial-in number link included in your meeting details.

Contact Us

Please contact Verizon at one of the numbers below or email us for further assistance.
- Email: conf@mymeetings.com
- United States: 800-475-5000 or 415-228-5025
- Australia: 1800-505-020
- Hong Kong: 852-2802-5100
- Europe, Middle East & Africa: 44-20-7950-9950
- Singapore: 65-6883-9144

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