

Audioconferencing

QUICK REFERENCE GUIDE

Welcome

Welcome to the simplicity and convenience of Audioconferencing! With this easy-to-use guide, you can plan, schedule, and conduct electronic meetings quickly and efficiently – helping you to:

- ✓ Reduce the 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

MCI WorldCom ConferencingSM provides the meeting Expertise you need to be more efficient, effective, and productive.

Thank you for choosing MCI WorldCom Conferencing

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IMPORTANT NUMBERS

Depending upon your Needs, you can contact us at the following numbers or place a reservation by using our On-Line Reservation System (ORS).

For reservations in:

U.S. 1-800-475-5000
Europe +44 207 950 9700
Asia +852 2802 5100

To make a reservation for a U.S.-hosted call from these countries, please call one of the following toll-free numbers:

Australia	00-11-800-475-5000	Korea	00-800-0-475-5000
Denmark	00-800-475-5000	New Zealand	00-800-0-475-5000
Finland	990-800-0-475-5000	Sweden	009-800-0-475-5000
France	00-800-0-475-5000	U.K.	00-800-0-475-5000
Germany	00-800-0-475-5000		

Link to Web: [Online Reservation System](#).

Planning Your Meeting

MCI Worldcom Conferencing makes planning your electronic meetings as easy as 1-2-3.

1. Choose the type of meeting

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 them into the call
- Additional assistance from multiple conference coordinators is available, if necessary.

Suggested Meeting Management features:

- | | | |
|-----------------------|------------------------|-------------------------|
| - Pre-notification | - Multipoint Fax | - Participant Screening |
| - Question & Answer | - Conference Recording | - Polling |
| - Instant Replay Plus | - Participant List | - Net Conferencing |
| - Listen Only | - Meeting Manager | |

Are you planning a meeting for a medium-sized group, such as a staff, training, or project management meeting?

If so, choose **Standard Service**.

- A conference coordinator greets each participant and announces them to those already in the meeting.
- A conference coordinator frequently monitors your meeting and can be called for assistance by pressing *0 on a touch-tone phone.

Suggested Meeting Management features:

- | | | |
|------------------------------|------------------|-----------------------|
| - Standing Reservations | - Multipoint Fax | - Instant Replay Plus |
| - Announce Late Participants | - Tape Playback | - Roll Call |
| - Net Conferencing | | |

Are you planning a small internal meeting, such as a staff or project meeting?

If so, choose **Unattended Service**.

- 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.

Suggested Meeting Management features:

- | | | |
|------------------------|---------------|-----------|
| - Standing Reservation | - Master List | - Tone in |
|------------------------|---------------|-----------|

2. Choose how participants attend you electronic meeting

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. (*For use in Executive Meetings, Client/Customer Calls, and International Calls*)

- 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.

Are your participants staying in 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. (*For use with internal and external meetings and training sessions*)

- When you schedule your meeting, you'll be given a toll-free number and the option to choose your own verbal passcode or a numeric one.
- Provide this number to participants, and they can dial from wherever they are – the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands – to join your meeting.
- You may request a one-time, toll free number or a specific toll-free number for a regularly scheduled meeting.

Are your participants calling from overseas, or do you want participants to pay for their own long distance charges?

If so, choose **Toll Meet Me** access. (*Best level for experienced conferencing users for internal or vendor meetings*)

- At the time you schedule your meeting, you will be provided a long-distance number.
- Provide this number to participants, and they can dial from wherever they are – the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands – to join your meeting. Participants are responsible for their own long-distance charges.
- If you have an On-net Private Dialing Plan (PDP), you can request On-net 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 On-net PDP to access your calls.

3. 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

Net Conferencing. Designed to complement any conference call, this powerful feature allows all participants to view your meeting documents or presentations over the Internet. No special software is needed – only access to a pre-assigned Web site.

Conference Monitoring. A conference coordinator will continuously monitor your call for quality. Dialing *0 will bring immediate assistance.

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 touch-tone 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

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.

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

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

Listen Only. To ensure 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.

Announce Late Participants. We'll announce late participants as they enter your call.

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)

ADMINISTRATIVE FEATURES

Customer Reference Code. Identifies 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 WorldCom Conferencing account is established.

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

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

Multipoint Fax. We can fax information to any or all participants before or after your meeting.

On-line Reservation System (ORS). You can make your reservation over the Internet by logging on to <http://e-meetings.wcom.com>.

Instant Replay Plus. Upon request, this feature allows participants to 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.

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)

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.

Interpretation/Translation Services. We provide online language interpretation services (24 hour notice required).

RSVP. This feature allows you to better plan for the number of participants that plan to attend. By capturing voice & fax messages from a Toll Free number you'll confirm attendance, reduce uncertainties and avoid costly mistakes.

Premier
Standard
Unattended

	Coordinator is available for technical problems	Coordinator periodically monitors the call to ensure quality	Coordinator is on the line throughout the call	
Conference Monitoring				
Meeting Manager			✓	ADVANCED
Participant Screening			✓	
Polling			✓	
Q&A			✓	
SubConferencing			✓	
Net Conferencing	X	X	X	SUPPORT
ASAP Calling	✓	✓	✓	
Coordinator Request	X	✓	✓	
Tone In	✓	✓	✓	
Enter & Announce		✓	✓	
Listen Only	✓	✓	✓	
Music While On Hold		✓	✓	
Roll Call		✓	✓	
Announce Late Participants		✓	✓	
Secured Call	✓	✓	✓	
Tape Playback		✓	✓	
Customer Reference Codes	✓	✓	✓	
Conference Recording		X	X	ADMINISTRATIVE
Master List		✓	✓	
Multipoint Fax	X	X	X	
On-line Reservation System	✓	✓	✓	
Instant Replay Plus		X	X	
Participant List		X	X	
Pre-Notification	X	X	X	
Standing Reservation	✓	✓	✓	
Transcription		X	X	
Interpretation/Translation Services			X	

X Nominal charge for this feature.
 ✓ Feature is included at no additional charge.
 If box is not marked, feature is not available.

Scheduling Your Meeting

To schedule your meeting, just follow these steps:

1. Choose the Reservation Option that best fits your needs:

Option 1

Call WorldCom Conferencing at:

1-800-475-5000

Option 2

Or Log-on to <http://e-meetings.wcom.com/ors.html> and follow the On-line Reservation instructions.

Option 3 (Use this option for personal consultation with your electronic meeting specialist)

Call Your Electronic Meeting Specialist, Todd Walsh, at 1-800-480-3600.

To make a reservation for a U.S.-hosted call from these countries, please call one of the following toll-free numbers:

Australia 00-11-800-475-5000

Denmark 00-800-475-5000

Finland 990-800-0-475-5000

France 00-800-0-475-5000

Germany 00-800-0-475-5000

Korea 00-800-0-475-5000

New Zealand 00-800-0-475-5000

Sweden 009-800-0-475-5000

U.K. 00-800-0-475-5000

If you are **not** located in one of these countries, you may call one of the following toll numbers:

415-228-5035 319-375-1930

(audio reservations only, collect calls accepted)

2. Be Prepared to provide the following information:

- Your Authorization Code
- Your name, address, and phone number
- Your email address (used for convenience in sending your meeting confirmation information)
- 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 for On-net customers) 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

If you schedule a Dial-Out call, you may need to provide the following information for the participants who will be attending:

- First and last names
- Phone and fax numbers

3. Specify how participants will access your electronic meeting:

- Dial-Out Access
- Toll Free Meet Me access
- Toll Meet Me access
- On-net WorldCom Meet Me

4. Select the features you need that will enhance your meeting capabilities. See page 3-5 for feature descriptions and recommendations

5. When your call confirmation is sent to you via Fax or Email, please verify that all information is correct. If there are any changes, please call a WorldCom Conferencing reservationist to let us know. That number again is 1-800-475-5000.

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 or asking questions to avoid confusion
- Encourage participation and stimulate discussion
- Press ***0** at any time for conference coordinator assistance
- If you are disconnected for any reason, simply re-dial the conference by dialing your assigned 800 Meet Me number. If 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. You can also use a Polycom® speakerphone to ensure maximum sound quality. Call 1-800-475-3555 for additional information.
 - If your meeting has participants but few speakers, increase the sound quality of your call by asking your reservationist to place participants in "listen-only" mode until it is time for them to speak.
 - ****If your phone system plays music while on hold, do not put your line on hold during the conference call as this will cause all participants to hear the music while your line is on hold****

****Special Note****

Gauging the Number of Participants

It is important to predict the number of participants expected for a conference Call. There is a risk of incurring a "No-Show Fee" when reserved lines remain unused. No-Show Fees of \$3.50 per line applies to calls reserved for over 50 parties. Calls under 50 Parties are exempt from the No-Show Fee.

Cancellations

If you determine you will not need to conduct your conference call, please contact the reservations center to cancel as soon as possible. Reservations must be canceled at least 30 minutes prior to the scheduled time of the call to avoid Cancellation/No-Show Fees of \$3.50 per line up to \$70.00 maximum.

Meeting Checklist

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

SCHEDULE YOUR MEETING

- Gather all important information, such as the approximate number of call participants and the moderator's name and phone number prior to making your reservation
- Call **1-800-475-5000** or log on to <http://e-meetings.wcom.com/ors.html> to reserve your call
- Your reservationist will ask about your specific needs to determine which call features will be beneficial. Some of the advanced features we offer include conducting question and answer sessions, distributing materials before the call, and providing transcripts and recordings.
- Your call confirmation will be sent to you via your choice of hardcopy fax or email. 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 ask your conference coordinator to distribute it by fax prior to the meeting. Be sure to include the date, time, phone number, and passcode (if appropriate) 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

- Ask your conference coordinator to distribute minutes or a transcription to all participants.
- Circulate decisions and action items to the appropriate people.
- Schedule next-step calls to follow-up on feedback
- Provide a source for participants to request additional information after your meeting via e-mail, fax, or phone.