



USER'S GUIDE:

Event Conferencing

Start increasing your efficiency today.



Making Your Reservation

Call 800.730.2183 to get a reservation coordinator. Your coordinator will ask for the following information:

- Company name
- Chairperson name and phone number
- Date and time of conference call
- Number of Participants
- Names and phone numbers of any Participants you want the operator to dial out to, to join the conference
- Duration of the call
- Any enhanced features you wish to include (see below)

The reservation coordinator will provide you with the number to dial into the conference call along with a reservation number. For your convenience, you will also receive a faxed confirmation.

Starting Your Conference Call

1. Provide all the Participants with the conference phone number and ask that they dial in five minutes before the conference begins.
2. An operator will greet Participants and announce them into the conference call.
3. Inform Participants who the operator will dial out to, to be ready 10 minutes before the conference is scheduled to begin.

Enhanced Features

Windstream offers a host of enhanced features designed to help you manage an effective conference call. Each feature is available for an extra charge. Your account manager can provide you with pricing information.

Communication Line

A communication line is a connection between an operator and a representative from the host company that is used to manipulate the Q&A session, give status updates and troubleshoot.

Participant Notification

An operator can call Participants who have not yet joined the call.



Transcription

A written record of a conference call.

Conference Recording

You can request your conference call be recorded. You may receive the recording via cassette tape, CD or download on a .wav file.

Post View Playback

Anyone can listen to a conference recording, complete with the following features:

- Fast Forward, Rewind and Pause during playback
- Passcode access
- Capture the name of everyone who listens to Post View
- Obtain a count of Post View playbacks

Rating

Conferences are charged based on a per minute / per Participant basis. The conference call rate varies depending on how Participant joins your call. The three options for joining a call include:

- Participant dials in via toll number (1+)
- Participant dials in via toll-free number
- Operator dials out to Participant

The conference call rate varies for each of these methods. The total charge for the call is calculated as follows:

(Conference Call Rate) x (Duration of Call in Minutes) x (Number of Participants)

Fees may also be imposed for canceled or unused lines. A fee will also be added if the operator has to dial out more than once to reach a Participant. Your Account Manager can provide you information on all fees and charges.