

Operator-Assisted User Guide

Successful, high-profile conferences don't just happen. They require countless hours of planning and relentless attention to detail. If you're in the hot seat, managing a high-profile conference is a high-stakes, high-stress assignment. There's a great deal at risk: content details, participant management, speaker preparation and follow-up.

These events need to be executed flawlessly in order to ensure their success. From large-scale investor relations calls to small board-of-directors meetings, and everything in between, count on us to work with you step-by-step, providing the help you need before, during and after your conference.

PRE-CALL

Rely on our knowledgeable specialists to ensure that your meeting comes off without a hitch. Our team is available to assist you with all aspects of planning your conference.

Get everyone on the same page by using our fax, email or voice broadcast services to disseminate relevant information to all participants.

Add an extra layer of security and make sure only invited participants attend the conference by issuing a password that's required to join the call.

Set a formal tone for your call by using music entry. All participants are placed on music hold until you are ready to begin the conference.

Maintain order during your conference by having the operator run the call in lecture mode. Participants' lines are muted during the call to ensure there are no interruptions.

DURING THE CALL

Keep your conference on track by knowing who is on your call and engaging your participants. An expert operator is always available to immediately respond to requests or offer assistance.

Use EncoreSM to digitally record your call for future playback and for those who were unable to attend it live. The call can be played back by dialing a toll-free or toll number for easy 24/7 access.

Request the roll call option for smaller, more formal conferences. An expert operator will conduct a quick roll call before your conference begins to ensure that expected participants are on the line.

Increase interaction and engage your participants during your conference by using the polling option. Survey participants by asking pre-determined questions and get the results before the call is over.

Use a communication line during your call to privately speak with the lead operator and manage the behind-the-scenes issues.

Easily control your conference with keypad commands that allow you to summon an operator, mute/unmute all lines, mute/unmute your own line or lock the conference.

POST-CALL

After your conference, access comprehensive post-conference reports that provide detailed participant information and feedback.

Learn who listened to your recorded conference from an Encore Report.

Keep track of call participants with Participant Report – a handy list of participants' names, "on-the-line" times, phone numbers and up to four additional pieces of information you choose.

Receive a professional transcription of what was said on your call. Choose from our Rush, Express, Priority or Standard delivery service.

Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conferences. Whether your audience is a dozen executives, investors and analysts or a 2500 member sales force, we bring everyone together in one seamlessly planned, managed and executed event.

SCHEDULING AND STARTING AN OPERATOR ASSISTED CONFERENCE CALL

Rely on our knowledgeable specialists to ensure that your meeting comes off without a hitch. Our team is available to assist you with all aspects of planning your conference.

Schedule your reservation online at www.tconline.com or by calling your reservations number listed on your welcome packet and/or welcome email. Give your participants the date and time of the call and the appropriate dial-in number. Also provide participants with the conference ID that you receive when you make your reservation. At the specified time, dial your Operator Assisted dial-in number. You will be greeted by an operator and placed into your conference.

INFORMATION YOU'LL NEED TO MAKE A RESERVATION

Keep your conference on track by knowing who is on your call and engaging your participants. An expert operator is always available to immediately respond to requests or offer assistance.

- Your owner number
- Your name, company number, telephone, fax and email
- Call leader's name
- Date and time of the call, including time zone
- Expected duration of the call
- Expected number of participants
- Any Surround-the-Call features desired

JOINING AN OPERATOR ASSISTED CONFERENCE CALL

1. At the specified time, participants dial your Operator Assisted dial-in number.
2. Provide your conference ID to the operator.
3. They will be placed into your conference or on music hold, depending on the specifications of your reservation.

TELEPHONE KEYPAD COMMANDS

Control your conference call with a touch of a button on your telephone

*0	Operator assistance for the conference
*5	Mute/unmute all lines except leader's - leader only
*6	Mute/unmute your own line
*7	Conference lock/unlock - leader only

