

## **Service Catalog**

### **Audio Conferencing**

#### **User Managed Voice Conferencing Options**

**January 2011**

The North Carolina Office of Information Technology Services (ITS) provides two Voice Conferencing Services to agencies. The services are designed to meet a range of requirements including scale, features, and price. In addition, based on the type of telecommunications system implemented in an agency, other conferencing options may be available.

The offerings consist of a full featured Audio Conferencing service provided through an ITS contract with AT&T Communications, and a basic Meet-Me Conference service offered through a contract with AT&T Communications.

#### **Service Offering: Toll-Free User Managed Audio Conferencing**

##### **Business Applications:**

Toll-Free User Managed Audio Conferencing Service allows customers to have 'on-demand' conferencing service for their business communications needs. This service will allow you to conduct 'meet-me' conference calls at any time of day or night without advance reservations or restrictions on time or length of calls. It provides 'Toll-Free' access to all participants. The Toll-Free User Managed Audio Conference subscriber pays for a per minute usage rate for each conferee.

##### **Features and Capabilities:**

- Conference bridge is available at any time and can be reached from any touch-tone phone within the continental United States
- Subscribers to Toll-Free User Managed Audio Conferencing service are provided a toll-free conference telephone number, a Host Password and a Conference Access Code. The Host Password and Conference Access Code are exclusively assigned to the subscriber.
- For situations when dialing a toll-free number is not possible, such as from an international location, a direct dial number is available whereby the participant pays for the call through the participant's long distance service provider. The conference bridge port charge is paid by the audio conference subscriber (host) to the conferencing service. The bridge port charge per minute is the same as the toll-free service charge.
- Secure access is controlled through the conference host and calls can be made by enabling a conference security code on a 'per call' basis
- **WARNING!!** Caution should be used when scheduling any conference calls on office calendaring systems. Do NOT publish the passwords/conference id numbers, etc. on the calendar unless the meeting is marked 'private'; otherwise, anyone with access to the calendar can gain access to the conference call.
- The Toll-Free User Managed Audio Conference service will allow you to hold a conference call with up to 125 simultaneous callers participating.
- Audio technical support is available at any time by phone or web
- On-line assistance by AT&T conference operators is available during conference calls by dialing a feature code
- Robust conference host features are available for conference call management (such as Lecture Mode/Q&A, Roll Call, Conference Security Code assigned by the host and used on a per-call basis).

Click [here](#) for detailed dialing instructions and additional feature information.

#### Benefits:

- Provides on-demand audio conferencing service using toll-free (8XX) access for subscribers.
- Available 24x7
- No prior scheduling required to use the service once the toll-free arrangement has been established.
- Allows up to 125 conference participants per arrangement.
- No limit to the number of arrangements available to the State of North Carolina
- Each audio conference arrangement provides secure access using a Host Passcode and a Conference Access Code assigned to the host of the call.
- No monthly recurring charges. Users only pay for the minutes of use for each conference call.

#### Limitations:

- None identified.

#### Pricing:

- There is no set up charge
- There are no monthly recurring fees
- Initiator (host) pays for all long distance charges associated with the call for all conferees (per minute per conferee).

#### Ordering:

To obtain a toll-free audio conference service:

- Submit a request for a new toll-free conference arrangement on a Telephone Service Request Form (TO-5). Please include the following information on the request:
  - Recipient's Name
  - Recipient's Mailing Address (where the card is to be mailed)
  - Recipient's e-mail address (confirmation will be sent directly to the requester)
- Once your request has been processed, you will receive a packet of information that includes the toll-free dial-in number, the Host's Passcode and the Conference Access Code. Please ensure that all information is kept in a secure place. Complete dialing instructions and feature functionality are also included in the packet.
- The service will be available approximately 5-10 business days after ITS submits your request to the service provider.

NOTE: Do NOT give out the Host Passcode unless it is to a 'trusted' source. If the Host Passcode becomes compromised and fraud is suspected, please notify ITS immediately to have the PIN cancelled and a new one re-issued. You can also change the Host Password by dialing into the conference bridge.

### **Local Meet-Me Conference Service**

#### Business Applications:

ITS manages the State contract for Meet-Me Conference Service. The Meet-Me Conference service is a shared resource that provides a convenient way to arrange a conference call consisting of up to 30 participants. A Meet-Me Conference number must be reserved for a specific date and time by calling the State telephone operators at 919-733-1110.

#### Features and Capabilities:

- Allows conference calling for up to 30 participants.
- Available in several AT&T metropolitan service areas.
- Reservations are made through the State telephone operators and are on a 'per occasion' basis.

#### Benefits:

- Low cost, each participant pays for any toll charges that may be incurred to use the service.
- Easy to use from any touch tone or rotary dial telephone.

#### Limitations:

- Meet-Me Conference service is NOT a secure service. Any individual who knows a Meet-Me Conference number can dial into a conference call in session without being identified.
- Reservations are made on a first come, first serve basis.
- A limited number of conference bridges are available. This is a 'shared resource' and availability cannot be guaranteed.
- Reservations are made through the State telephone operators and are on a 'per occasion' basis. Customers should NOT attempt to reuse a Meet-Me Conference number without verifying that it is available with the State telephone operators.
- Once a Meet-Me Conference Call is in progress and the conference bridge has been 'locked' (by depressing # button), no other participants are allowed to join the call.

#### Pricing:

- \$10.00 set up charge per conference reservation.  
(NOTE: If a user wishes to reserve the same number for multiple conference dates, the user will be charged \$10.00 for the number of reservations made [for example, if a Meet-Me Conference number is reserved for every Thursday for 4 weeks, the total charge will be \$10.00 x 4 calls or \$40.00].)
- Each participant pays for any toll charges that may be incurred to use the service.

#### Ordering:

- Reservations are made on a first come, first serve basis
- Requests must be submitted in writing by faxing the information to 919-754-6068 the day before the conference call is required. Information to be submitted:
  - The conference leader's name and telephone number
  - The requester's name and telephone number
  - The contact person's e-mail address
  - Date, beginning and ending time of call
- Click [here](#) to obtain a printable copy of the Local Meet Me Conference Call request form that can be used for submitting requests.

Questions may be directed to the State telephone operators at 919-733-1110.