

Audio conferencing

When you need a quick, convenient and cost-effective way to communicate with employees, colleagues and clients – around the corner, across the country or on the far side of the globe – audio conferencing solutions from Bell make smart business sense. There's no special equipment required. In fact, it's as easy as picking up your phone.

Reservationless

Total flexibility for regular, frequent or last-minute meetings

This pay-per-use service is the ideal way to conduct a conference call whenever you want – without having to book your call in advance. You just use your dedicated dial-in numbers and conference ID anytime you want to conduct a call. While you don't need an Operator, help is available upon request. Plus, a selection of features can be activated and de-activated easily using your Touch-Tone™ phone.

Operator-assisted

Delivers a professional set-up and start

An Operator-assisted conference call offers a full suite of features that are managed by the Operator during the call. The Operator can either dial out to participants or greet those who dial in, and introduce all attendees. This service is easy-to-use, and Operator assistance is available upon request. Reservations are required and can be made 24/7.

Event

Complete support for managing large calls or events

If you have many participants or are holding a large event, the Event option is the ideal solution. Not only does it offer the highest level of support and the most comprehensive suite of features available, it's also easy-to-use. You have the benefit of dedicated Operator support for the entire call to ensure that everything runs smoothly, and to manage features such as Q&A. You can choose to have the Operator dial out to participants or greet those who dial in, and introduce all attendees. Reservations are required and can be made 24/7.

Our conferencing specialists can help you by:

- Hosting information sessions to familiarize you with all available options
- Developing customized information packages to help you educate your staff and encourage the most cost-effective conferencing usage
- Creating and retaining your customer profile to simplify the reservation process

Key features

Features	Reservationless	Operator handled	
		Operator-assisted	Event
Announce late callers	✓	✓	✓
Bilingual service	✓	✓	✓
Communication line			✓
Conference recording	✓	✓	✓
Conference viewer			✓
Confirmation		✓	✓
Entry & exit tones	✓	✓	
Express Entry		✓	✓
Instant replay	✓	✓	✓
Lecture Mode	✓	✓	✓
Line mute	✓	✓	✓
Music on hold	✓	✓	✓
Mute on Entry	✓		
Participant list		✓	✓
Participant screening	✓	✓	✓
Pre-notification		✓	✓
Q & A			✓
Roll Call	✓	✓	✓
Security Lock	✓		
Self-registration			✓
Sub-conferencing		✓	✓
Tape playback		✓	✓
Transcription		✓	✓
Translation		✓	✓
Vote polling			✓

Description of features

Announce late callers	Upon your request, late participants will be announced as they are entered into the conference
Bilingual service	All of our services are available in both English and French.
Communication line	During your Event conference call, we can provide important real-time information about your call, including the number of participants and the number of questions in the queue.
Conference recording	You can ask the Operator to record your conference call on tape or CD, for your permanent records.
Conference viewer	A convenient visual tool that helps you manage your participants more effectively. You can view and sort the participants that join your conference call, print and save participants lists, poll your participants and more.
Confirmation	Upon completing your reservation, we can fax or e-mail a confirmation of your call logistics.
Entry & exit tones	Distinct entry and exit tones announce the arrival and departure of each participant.
Express Entry	Your participants are prompted to record their details prior to entering the call. After call, the Operator transcribes the details and sends them to moderator.
Instant replay	Create a special telephone-accessible recording of your call. People who missed the call can dial in at their convenience, using a special access number, and listen to the call.
Lecture Mode	Conduct a lecture style conference. All participants are placed into listen-only mode while the moderator is speaking.
Line mute	If the telephone you are using does not have a mute button, you can mute and un-mute using your Touch-Tone telephone.
Music on hold	Your participants listen to music while waiting for the call to begin.
Mute on Entry	Allows the moderator to control whether participants are muted or not at the start of the conference.
Participant list	We can fax or e-mail a list of conference participants to you, following the completion of your call.

Description of features (continued)

Participant screening	Control who can join your call through the use of passcodes or have our Operators screen participants before placing them into the call.
Pre-notification	We can contact your conference participants to remind them of the date and time of the call.
Q & A	Effectively manage a question and answer period. One of our Operators will instruct participants on how to queue up for questions, and will introduce each questioner.
Roll Call	Keep abreast of who and how many participants are on your call. On reservationless calls, participants are announced by name or entry tone as they join the call. On Operator handled calls, our Operators can perform a roll call to confirm participant attendance.
Security Lock	The moderator can secure the call to prevent the Operator and additional participants from joining the call.
Self-registration	A Web-based tool that allows your participants to pre-register for your call. Know in advance who plans to attend your call and cut down on the pre-conference administration.
Sub-conferencing	Break away from the main call before, during or after your conference to privately discuss strategies or next steps.
Tape playback	Any previously recorded tape you provide – e.g. your last radio commercial – can be played during your conference.
Transcription	Retain an accurate account of call proceedings without having to take the notes yourself. We will transcribe your call and send you a copy via e-mail or fax.
Translation	Your call will be simultaneously translated into virtually any language you choose.
Vote polling	Conduct a poll by having your participants respond to a set of pre-determined questions through their Touch-Tone telephones. The results of your poll will be faxed or e-mailed to you after the call.

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