

## World Class Conferencing Attended Conferencing - Overview

### **We understand, we deliver, but most importantly... we care.**

World Class Conferencing is a high quality provider of reliable cost effective conferencing solutions. Our portfolio of conferencing services has been designed to satisfy a full range of conferencing requirements. From your everyday conferencing needs to that special event hosting hundreds of participants, World Class Conferencing is ready to make your life easier.

The staff and management of World Class Conferencing have made a commitment to excellence in business communications that transcends language and geography. It is our continuing goal to ensure your complete satisfaction. Starting with a management team that has over 60 years of teleconferencing experience, and ending with a staff of employees who truly care and take pride in your successful events.



World Class Conferencing is proud to be known not only as an innovator within the conferencing industry, but as someone you can depend on when your calls mean so much. Our focus is to provide you with world-class conferencing today and well into the future.

### **Two Types of Event Offerings**

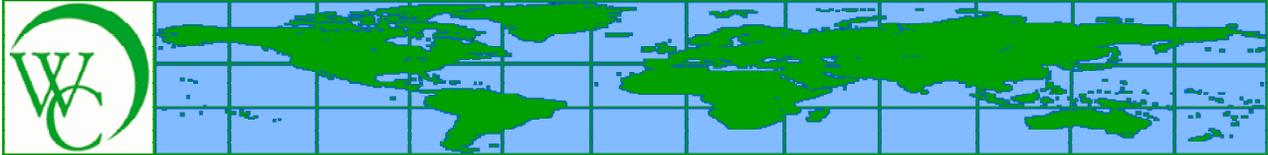
#### **Attended Service**

A high touch audio conference service that provides you with that added peace of mind. Let the accomplished World Class Conferencing operations team assist you in scheduling and hosting your next event. Seasoned conference professionals acting as your personal event consultant will match your business needs with our many features when taking your reservation. At the time of your event, Conference Coordinators greet each of your participants as they place them into conference. A Conference Coordinator will then assist you with the administration of any of the features you selected when scheduling your event. The goal of this service is to provide a high touch atmosphere while freeing up your time to focus on the content of the conference call.

#### **Hybrid Service**

A flexible audio conference service that provides you with added scalability while helping you maintain your costs. The same accomplished World Class Conferencing operations team will assist you in the scheduling and hosting of your next Hybrid event. Once again, seasoned conference professionals act, as your personal event consultant matching your business needs to our many event features. The only difference between our Hybrid Service and our Attended Service is at the point of joining a conference call. With our Hybrid Service, participants are placed into the correct conference when they enter the pass code that is issued when scheduling the event. The goal of this service is to provide scalability for larger events while helping you to manage to your budget.





### Three Methods of Accessing an Event

#### Toll Free Access

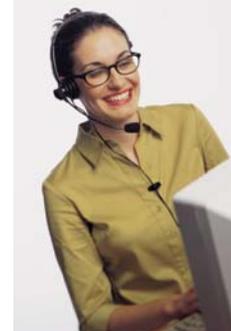
This is the simplest and quickest way to enter a conference call. Participants simply dial into our toll free number at the scheduled time and, after identifying themselves are placed directly into the meeting. Long distance charges are included with this service.

#### Toll Access

Similar to Toll Free Access, participants dial into our toll number at the scheduled time and after identifying themselves are placed directly into the meeting. The only difference is that the participant incurs any long distance charges that may be applied by their long distance provider.

#### Dial Out Access

Conference Coordinators call out to each meeting participant and brings him or her into the meeting at the scheduled time. You supply us with participant list including phone numbers and we will do the rest. Long distance charges are included with this service.



### Enhanced Services

**Billing Codes:** Upon request, specific billing codes or references will be noted on the invoice.

**Roll Call:** Performed by a WCC Operator to verify attendance and identify participants for the benefit of the group.

**Question and Answer:** Process by which a large audience is managed during an interactive session. End users desiring to pose a question enter a code to place their line in queue.

**Voting / Polling:** A method of obtaining electronic feedback from the audience. Results can be made public or secure.

**Taping:** Creating or duplicating an analog tape recording of the meeting.

**Participant List:** Reporting on those who are attending the meeting.

**Remote Replay:** A digital archive of the meeting available on a variety of real-time media.

**Transcription:** A paper or electronic based printout of what was discussed in the meeting.

**Translation:** Translating a foreign language in real-time or upon delay.

**Tape Rebroadcast:** Re-broadcasting an analog tape recording into a meeting.

**Sub Conference:** You may have your conference separated into smaller working groups before, during or after your group conference.



It's an easy call...

### Scheduling A Conference Call

1. Call 1-86MEET-MEET (866-338-6338)
2. Provide your company name or account number
3. Provide us with your name and telephone number
4. Let us know the date and time of your conference call
5. Be prepared with the number of participants that will join your event (names and phone numbers are required for dial out service).
6. Inform us of any additional features and services (tape recordings, transcriptions, etc.) you will require.



### Tips For Better Conference Calls

- Have a clear, set agenda
- Confirm participant attendance
- Introduce each participant or use our Roll Call feature
- Ask participants to identify themselves each time they speak
- Activate the mute button on your speakerphone when not speaking
- If you have any type of problem during the call, **DO NOT HANG UP!** Just pick up your handset and dial \*0. A Conference Coordinator will come on-line to assist you.
- Schedule your next meeting while everyone is still on-line.

**1-86 MEET-MEET**

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For

### **YOUR NEXT CONFERENCE CALL**

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