

# Increase collaboration and productivity

## Audio Conferencing service from Bell

Audio Conferencing service offers a cost-effective and convenient way to collaborate, communicate and hold meetings with employees, clients and partners – whether they are located around the corner, across the country, or on the other side of the globe. With Audio Conferencing service from Bell, you can expand your product portfolio and meet your customers' need for cost-effective collaboration tools. There's no special equipment required. It's as easy as picking up a phone.

Our fully managed, Audio Conferencing service provides three options to help you or your customers meet quickly and conveniently. Choose between our Reservationless service or Operator-handled options that include Operator-assisted and Event conferencing services.

### Reservationless

This pay-per-use service is an ideal way to conduct audio conference calls whenever and wherever required – without having to book a call in advance. It offers total flexibility for regular, frequent or last-minute meetings. Users can conveniently conduct a conference call with a dedicated dial-in number and a unique conference ID. A variety of features including operator assistance can easily be accessed simply by using a Touch-Tone phone.

### Operator-assisted

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 easy-to-use service requires reservations which can be made 24/7.

### Event

The Event option is the ideal solution for a call with many participants, or for hosting large events. Not only does it offer the highest level of support and the most comprehensive suite of features available, it's also easy-to-use. It provides the benefit of dedicated Operator support for the entire call to ensure that everything runs smoothly, and to manage features such as Q & A.

The Operator can either dial out to participants or greet those who dial in, and introduce all attendees. Reservations are required and can be made 24/7.



### Benefits

Audio Conferencing service offers the following benefits:

**Cost-effective** - Reduce travel costs and increase productivity.

**Pay for use only** - No lock-in fees or minimum monthly commitment.

**Easy to use** - Conduct a conference call from any Touch-Tone phone anytime with your unique conference ID.

**Customer service** - 24/7 assistance available in French and English. Customer service agents can also be contacted during a call, if required.

### Why Bell Wholesale

Bell provides national and international clients industry-leading voice, broadband and IP wholesale solutions from across Canada and from key points in the United States.

We understand the needs of our clients who come from a variety of markets: inter-exchange carriers, local exchange carriers, wireless service providers, resellers, Internet Service Providers, telcos and cablecos.

Our comprehensive portfolio of wholesale products and services demonstrates our commitment to providing solutions that will help your customers grow their business and enable their success.

For more information visit [wholesale.bell.ca](http://wholesale.bell.ca)

The Bell logo, consisting of the word "Bell" in a bold, blue, sans-serif font.

### Audio Conferencing 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	✓	✓	✓
Participant list		✓	✓
Participant screening	✓	✓	✓
Pre-notification		✓	✓
Q & A			✓
Roll Call	✓	✓	✓
Security Lock	✓		
Self-registration			✓
Sub-conferencing		✓	✓
Tape playback		✓	✓
Transcription		✓	✓
Translation		✓	✓
Vote polling			✓

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## 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.

**Participant list** - We can fax or e-mail a list of conference participants to you, following the completion of your call.  
**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.