

# TeleConference FAQs

## Questions You're Probably Asking

### **What is Conferencing?**

Audio, web and video conferencing allow individuals around the globe to share information and collaborate on projects – without ever leaving home or the office. They avoid the high costs of travel, including transportation costs, environmental costs and the loss of personal time and flexibility.

### **Audio Conferencing**

Audio Conferencing (otherwise known as telephone conferencing and conference calling) connects three or more people in a single telephone call. Such calls are quick to set up and don't require any fancy specialized equipment. All they need to be connected is a phone.

### **What is “Global Conferencing”?**

Our Global Conferencing Platforms lets users anywhere in the world join the same conference using a choice of local telephone numbers. This eliminates the need for users to make an expensive international phone call.

### **What is a “Reservationless” Conference?**

Participants call a toll-free (or toll) number and enter their Conference PassCode. All parties listen to music hold until the Moderator arrives. The Moderator controls the conference using the telephone keypad. The process is extremely simple and user-friendly. Following the call, the Moderator receives a **Call Summary** email providing details of the conference.

### **What is a Conference PassCode?**

Each moderator is assigned a unique PassCode when they first set up their account. All participants attending the conference call are prompted to enter the PassCode immediately after dialing into the system. This ensures that participants are connected to the correct conference. (The Moderator must provide the Conference PassCode, along with the dial-in phone number, to all participants prior to the time of the call.)

### **What is a Moderator PIN?**

Every Moderator is given a 4-digit Moderator PIN. This PIN should remain confidential since the moderator is responsible for all charges related to that PIN. The moderator must enter the PIN, when prompted, after entering the PassCode, in order for all participants to be entered into the conference and for the conference to begin.

### **Are there any setup charges involved with a conference call?**

No. We have no setup charges or monthly fees.