



RESERVATIONLESS CONFERENCING FREQUENTLY ASKED QUESTIONS

CONNECT — COMMUNICATE — COLLABORATE

WHAT IS RESERVATIONLESS CONFERENCING?

Also known as audio conferencing or teleconferencing, Reservationless Conferencing allows multiple people, from any geographic location to speak with each other on one telephone call.

HOW DO I DIAL INTO A RESERVATIONLESS CONFERENCE?

To conduct a Reservationless Conference call all you have to do is pick up the phone and dial in, using the unique toll-free or toll access telephone number and PIN code that you have been provided. You can dial in from any telephone, mobile phone or conferencing unit. TBG Conferencing services are available 24 hours a day, 7 days a week, 365 days a year.

DO I NEED TO PRE-BOOK MY RESERVATIONLESS CONFERENCE CALLS?

No, with TBG Conferencing, you never need to pre-book your conference calls. Once your account has been created, simply invite your participants to the meeting and provide your toll-free or toll access number, participant PIN code and the date and time of the call.

WHAT'S THE DIFFERENCE BETWEEN A MODERATOR AND A PARTICIPANT ATTENDEE?

The main difference between being a moderator (logging in with a moderator PIN) and being a participant (logging in with a participant PIN) is the ability to access and control conference features (see below)

WHAT MODERATORS CAN DO

- Fully participate in the call
- Mute/Unmute their own line
- Speak to Conference Operator
- Mute/Unmute everyone else's lines
- Lock and Unlock the conference
- Check the status of the conference
- Arrange to have the call recorded
- Isolate the last caller
- Record the call
- Assign a billing code

WHAT PARTICIPANTS CAN DO

- Fully participate in the call
- Mute/Unmute their own line
- Speak to Conference Operator

CAN I RECORD MY CONFERENCE CALL?

Yes. There is a small charge which is equivalent to another person joining the conference. Only a moderator (dialed in using the moderator PIN) can record a call. You can also dial *0 during your call for conferencing assistance.

CAN I MUTE EVERYONE ELSE BUT MYSELF?

Yes, but only if you are the moderator and have dialed in using the moderator PIN.

HOW LONG DOES THE RESERVATIONLESS CONFERENCE SYSTEM KEEP MY RECORDINGS?

The system keeps the last 15 recordings that have been made for 30 days. If a 16th recording is made, the oldest previous recording will be deleted.

HOW CAN I ENSURE CONFIDENTIALITY IN MY RESERVATIONLESS CONFERENCE AND STOP UNINVITED PEOPLE FROM JOINING?

The moderator can "Lock" a Reservationless Conference. This means that other individuals will not be able to join.

CAN I USE RESERVATIONLESS CONFERENCING SERVICES FROM MY MOBILE PHONE?

Yes, you can just dial in normally.

WHY SHOULD I USE THE TBG CONFERENCING MUTE FEATURE VS. THE MUTE FEATURE ON MY TELEPHONE?

By using the TBG Conferencing mute feature you will be sure to block out any background noise, static or possible "music hold" that comes from your line. Your phone mute feature may or may not block static or hold music.

WITH WHAT AREAS CAN CUSTOMER SERVICE HELP ME?

- Help with any problems you may experience dialing into a conference
- Dial other people into a conference for you
- Tell you the status of your conference (locked, unlocked, muted, un-muted, etc.)
- Help with potential sound quality problems
- Help with recording the call

CAN I SHARE MY RESERVATIONLESS CONFERENCE DETAILS WITH MY COLLEAGUES FOR THEIR USE?

We discourage the practice of sharing accounts for a few reasons. Charges may be incorrectly allocated to you when you did not use the service. Also, multiple hosts may schedule separate calls at the same time using the same account details which will cause confusion and wasted time. If other colleagues need conferencing services, we would recommend that they obtain their own account. There is no extra charge for setting up additional users.

WHAT HAPPENS IF A PARTICIPANT HAS FORGOTTEN THEIR PIN CODE OR DOESN'T HAVE A TOUCH-TONE TELEPHONE?

If a participant has forgotten their PIN code or fails to enter one when prompted, they will automatically be connected to a Conference Operator who will place them into the correct conference call.