

OPERATOR ASSISTED CONFERENCING

USER GUIDE



Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conference needs.

Whether your audience is a dozen executives, investors and analysts or a 2,500 member sales force, we bring everyone together in one seamlessly planned, managed event. With the industry's best operator-to-attendee ratio, you can deliver your next audio event with confidence and ease.

Scheduling and Starting an Event Conference Call

1. Schedule your call online at www.tcconline.com or by calling your reservations number listed on your welcome email.
2. Give your participants the date and time of the call and the appropriate dial-in number and passcode you receive from your reservation confirmation.
3. At the specified time, dial your Operator Assisted dial-in number
4. You will be greeted by an operator and placed into your conference.

Information you will need to make a reservation

- Your owner number
- Your name, company name, phone number, fax number and email.
- Call leader's name
- Date, time and time zone of the call
- Expected duration of the call
- Expected number of participants
- Any Value Added Services

Joining an Event Conference Call

1. At the specified time, participants dial your Operator Assisted dial-in number
2. Provide your conference ID and/or security passcode to the operator
3. Participants will be placed into the conference or on music hold

Telephone Keypad Commands

Control your conference call with a touch of a button on your telephone keypad.

*0	Operator assistance for the conference
5	Mute/unmute all lines except leader's (leader only)
6	Mute/mute your own line
*7	Conference lock/unlock (leader only)

*Non lecture or Q&A calls