

Event Call Service Level Matrix

Page 1	Auditorium – Pass Code Event	Call Connection – Operator Assisted Dial-out	Premium Event
Audience Size (Ports)	Based on Port Capacity <ul style="list-style-type: none"> 2000 Port Linked 	Up to 75 Participants <ul style="list-style-type: none"> For small calls position Ready Conference and Web Audio Controls 	Based on Port Capacity – up to 5000+
Operator Assistance	Fully Monitored	Operator Assistance 15 minutes prior to and 15 minutes after start time, and *0 for assistance	Fully Monitored
Caller Entry	Pass code Entry with optional tracking via RSVP/PIN <ul style="list-style-type: none"> Name on Entry will capture Name, Location and Phone Number Call Delivery will transcribe the names and email 2 hours after the call ends 	<ul style="list-style-type: none"> Answer Lines Operator greeting, screening 	<ul style="list-style-type: none"> Answer Lines Operator greeting, screening
Pre Conference	Standard is 15 minutes A longer pre can be scheduled if the client has a valid need.	Standard is 15 minutes A longer pre can be scheduled if the client has a valid need.	Standard is 15 minutes A longer pre can be scheduled if the client has a valid need.
Sub Conference	No (For Techline, Commline or Feedline Call Delivery can manually move into 1 sub conference)	(NIH Grant Reviews are an exception, they are scheduled as fully monitored Connection calls)	Yes, Standard is up to 3 sub conferences. Other request must be approved by Call Delivery Management
Post Conference	Yes Call Delivery will plan for a 10 minute wrap. Other request must be approved by Call Delivery Management.	NO	Yes Call Delivery will plan for a 10 minute wrap. Other request must be approved by Call Delivery Management.
Dial Out	Yes Operator will dial out to Speakers “Click and Join” feature for participants	Yes	Yes 200 Dial out limit. Above 200 must be approved by Call Delivery Management (Goldman and Empirical are exceptions)

Page 2	Auditorium – Pass Code Event	Call Connection – Operator Assisted Dial-out	Premium Event
Open Lines	NO	Yes Open Lines are for call interaction and introduce noise into the conference	Not Recommended Open Lines are for call interaction and introduce noise into the conference
Question & Answer	Yes	NO	Yes
Prioritization of Question & Answer	Yes <ul style="list-style-type: none"> • Must schedule with Pin Validate/Web Registration and Host Controls • Must schedule with Commline 	NO	Yes <ul style="list-style-type: none"> • Must schedule a Commline or Schedule with Host Controls
Post-Conference Participant List	Yes <ul style="list-style-type: none"> • NOE-Name, Location and Phone number • EZ Invite/Pin Options • Phone number (ANI) report sent from ROC • List will be sent 2 hours after the end of the conference 	Yes <ul style="list-style-type: none"> • Immediate 20 minutes after call start time • Priority 4 hours • Standard 24 hours 	Yes <ul style="list-style-type: none"> • Immediate 20 minutes after call start time • Priority 4 hours • Standard 24 hours
ITFS numbers	Yes (some limitations)	Yes (some limitations)	Yes (some limitations)
Announcer: Special Scripting	Yes	Yes	Yes
Polling	Yes	NO	Yes
Commline	Yes	NO	Yes
Feed Line On-Site Audience	Yes	NO	Yes
Participant Verification	Yes <ul style="list-style-type: none"> • Must schedule with 1) Pin Validate/Web Registration 	Yes	Yes

	and 2) Host Controls and 3) Commline • Or schedule with Commline		
Page 3	Auditorium – Pass Code Event	Call Connection – Operator Assisted Dial-out	Premium Event
Playback into live conference	Yes	NO	Yes
Record	Yes	Yes	Yes
RSVP	Yes	NO	Yes
Web Audio Control	Yes • Host Controls	NO	Yes • Host Controls
Event Production Services (aka Presentation Management)	Yes	NO	Yes
Audio File	Yes • AP is 24 hours or 3-5 business days (IBM exception 2-3 days) • BAF is 24 hours Any other must be approved by Enhanced Services AD	Yes • AP is 24 hours or 3-5 business days (IBM exception 2-3 days) • BAF is 24 hours Any other must be approved by Enhanced Services AD	Yes • AP is 24 hours or 3-5 business days (IBM exception 2-3 days) • BAF is 24 hours Any other must be approved by Enhanced Services AD
Editing Audio Production (AP)	Yes • Schedule for AP to dial in • Standard is .wav file • AP is 2, 3 and 5 days • 24 hours with Event Production Services Any other must be approved by Enhanced Services AD	Yes • Schedule for AP to dial in • Standard is .wav file • AP is 2, 3 and 5 days • 24 hours with Event Production Services Any other must be approved by Enhanced Services AD	Yes • Schedule for AP to dial in • Standard is .wav file • AP is 2, 3 and 5 days • 24 hours with Event Production Services Any other must be approved by Enhanced Services AD
Netspoke	NO	NO	NO
Page 4	Auditorium – Pass Code Event	Call Connection – Operator Assisted Dial-out	Premium Event

Microsoft Office Live Meeting (Formerly Vision Cast)	Yes	Self-Managed	Yes
Cisco WebEx Meeting Center (Formerly ReadyCast)	Planning Stage	NO	Planning Stage
Adobe	YES*	NO	YES*
ON24	Yes	NO	Yes
Replay/ SoundByte	Yes	Yes	Yes
Transcription (refer to time specific parameters)	<p>Yes</p> <p>6 Hour requires approval by AD before scheduling</p> <ul style="list-style-type: none"> • 6 Hour • 24 Hour Turnaround • IBM options: 2 day (24 hr Tran2) ASAP/1 Day (6 hr Tran1) 	<p>Yes</p> <p>Express and 6 Hour requires approval by AD before scheduling</p> <ul style="list-style-type: none"> • Express (3 Hour) • 6 Hour • 24 Hour Turnaround • IBM options: 2 day (24 hr Tran2) ASAP/1 Day (6 hr Tran1) 	<p>Yes</p> <p>Express and 6 Hour requires approval by AD before scheduling</p> <ul style="list-style-type: none"> • Express (3 Hour) • 6 Hour • 24 Hour Turnaround • IBM options: 2 day (24 hr Tran2) ASAP/1 Day (6 hr Tran1)
Translation	Yes	NO	Yes

AP=Audio Production

We no longer offer Remote Operator to new clients/conferences. RO has active talker, not available in Host Controls. Move all new business to Host Controls.

*APPLIES TO CALLS RUN ON CANADIAN BRIDGES ONLY