

Operator Assisted Conferencing

Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conference solution 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, 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 packet and/or welcome email.
2. Give your participants the date and time of the call and the appropriate dial-in number. Also provide participants with the passcode that you receive when you schedule your call.
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'll Need to Make a Reservation

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

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. They will be placed into your conference or on music hold, depending on the specifications of your call.

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/unmute your own line
----	----------------------------

*7	Conference lock/unlock - leader only
----	--------------------------------------