

# Meetings

## on call

Telecom Audio Conferencing brings people together, wherever they are.

Audio Conferencing is one of the easiest and most cost-effective ways to get people together for a meeting. You can bring together almost anyone, from anywhere, at a time that suits you all, and with less wasted time, energy and money.

The secret to successful Audio Conferencing with Telecom lies in understanding just how much you can achieve with the technology available today. In this comprehensive Audio Conferencing guide, we explain the pricing and offer you ways to run more efficient conferences and involve participants from overseas.

We trust it helps make your next Audio Conference a success.

### THE TWO POPULAR AUDIO CONFERRING OPTIONS

#### Meet Me® at 08 30 32 and Meet Me Collect® at 08 30 33

Participants and the convenor call the appropriate Audio Conference number as designated by the convenor, at the pre-arranged time and enter the Audio Conference PIN. The conference can then begin.

The only real difference between the two options is in how they are charged. With Meet Me® the participants dial 08 30 32, and each pays their own charges. With Meet Me Collect® the participants dial 08 30 33 and the convenor, or the person organising the conference, pays the Audio Conferencing charges.

Meet Me Collect® is particularly suited to situations where you might be speaking with customers, or you wish to hold a meeting with a guest from outside your organisation.

#### HOW TO MEET ME AND MEET ME COLLECT

- The convenor or Audio Conference organiser either calls 08 30 30 or 0800 65 65 77 to obtain their own PIN, or does so at [www.telecom.co.nz/audioconferencing](http://www.telecom.co.nz/audioconferencing)
- All participants should be sent the PIN for the conference along with the date and time, and access number to use, by the convenor.
- At the pre-arranged time, all those attending the Meet Me® Conference call 08 30 32, enter the PIN and press #. Those using the Meet Me Collect® option dial 08 30 33 followed by their PIN and #.
- Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
- Once everyone is present, the meeting begins. Participants can join the meeting in any order.

## THREE WAYS TO MAKE CONFERRING EVEN EASIER

Telecom offers a range of helpful features to make it easier for you to organise your Audio Conference.

### OPTION 1: RESERVATIONLESS AUDIO CONFERRING

If you do a lot of Audio Conferencing, or you want the freedom to conference any time, 24 hours a day without having to organise it first, we can provide you with a dedicated Audio Conferencing access PIN that you simply use for every Audio Conference you hold, regardless of when, how long or how often.

#### THE COSTS

There is no cost to arrange for you to Audio Conference this way. Standard Audio Conference costs apply for the meetings themselves.

#### HOW TO HOLD A RESERVATIONLESS AUDIO CONFERENCE

–	The convenor or Audio Conference organiser calls either 08 30 30 or 0800 65 65 77 to obtain a PIN, or does so at <a href="http://www.telecom.co.nz/audioconferencing">www.telecom.co.nz/audioconferencing</a> . Once you have this number, you continue to use it for all your Audio Conferences.
–	The convenor should ensure that all participants are sent the PIN along with the date and time.
–	At the pre-arranged time, all those attending the conference call 08 30 32 or 08 30 33, enter the PIN and press #.
–	Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
–	Once everyone is present, the meeting begins. Participants can join the meeting in any order.

### OPTION 2:

#### OPERATOR ASSISTED AUDIO CONFERRING

If you would like to avoid the time and effort required to make sure participants dial in at the right time, we can call and connect everyone you want at the meeting for you when it's time for the Audio Conference to begin.

#### THE COSTS

To connect each New Zealand participant – \$2.48 + GST, plus the standard Audio Conferencing costs for the meeting.

To connect each international participant – \$8.00 + GST, plus the standard Audio Conferencing costs for the meeting and the international call rates.

#### HOW TO HOLD AN OPERATOR ASSISTED AUDIO CONFERENCE

–	All Operator Assisted Audio Conference calls need to be reserved in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours beforehand, or schedule your conference online at <a href="http://www.telecom.co.nz/audioconferencing">www.telecom.co.nz/audioconferencing</a>
–	Provide us with a list of your participants' names and their contact numbers.
–	At the scheduled time, our operators will contact each participant including the convenor, join them to the conference and the meeting can start.

### OPTION 3: PRE-SET AUDIO CONFERRING

If you want to make sure everyone attends the conference promptly, but retain control of how this is organised, use our pre-set Audio Conferencing option. You supply us with a list of participants' names and contact numbers.

#### THE COSTS

The convenor pays the standard Audio Conferencing charges for all participants. The phone used to initiate the conference is charged for as an additional participant.

#### HOW TO HOLD A PRE-SET AUDIO CONFERENCE

–	All pre-set Audio Conference calls need to be reserved in advance. To do so, call 08 30 30 or 0800 65 65 77 at least 24 hours beforehand or schedule your conference online at <a href="http://www.telecom.co.nz/audioconferencing">www.telecom.co.nz/audioconferencing</a>
–	Provide us with a list of your participants' names and their contact numbers for pre-programming into our system.
–	At the scheduled time, dial 08 30 31, wait for the prompt, then enter the allocated PIN, followed by #.

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### HOW TO HOLD A PRE-SET AUDIO CONFERENCE (CONTD)

–	To add an extra participant:
1.	Exit the conference by pressing *1.
2.	Dial the number of the person required to attend.
3.	Press *1 when they answer, or *2 if they're engaged.
4.	To rejoin the conference, press *1 again, and you will both be part of the conference.

### GUEST PIN

If you would like to control guest involvement, or you are concerned that your PIN might be used inappropriately, you can issue participants coming to the meeting with a Guest PIN. This PIN is only valid when used in conjunction with your PIN, and stops anyone using your PIN for other calls. With a Guest PIN, your guests are placed on music hold until you join the conference.

#### THE COSTS

There is no cost to arrange this service. Standard Audio Conferencing charges apply for all participants.

### HOW TO HOLD AN AUDIO CONFERENCE WITH GUEST PINS

–	Call 08 30 30 or 0800 65 65 77 and arrange a Guest PIN for your participants.
–	Send each participant their PIN along with the date and time of the meeting.
–	At the arranged time, call 08 30 32 or 08 30 33 and enter your convenor PIN when requested followed by #.
–	Each participant calls the appropriate number and enters their Guest PIN to join the Audio Conference.
–	The meeting begins.

### 10 TIPS FOR A SUCCESSFUL AUDIO CONFERENCE

1.	Before the meeting, make sure everyone knows when the meeting starts, the number to call and the PIN. Provide everyone with an agenda.
2.	If you want to discuss or reference a document, circulate it beforehand so that everyone has a chance to read it.
3.	Make sure the microphone is located about arm's length from each participant and turn off mobile phones.
4.	During the meeting, avoid distracting noises such as rustling papers or talking to someone else in the room who is not part of the proceedings.
5.	Introduce people the way you would in a face-to-face meeting, and say who you are before you make a comment, to avoid confusion.
6.	If you are recording the Audio Conference, tell those involved that you are doing so.
7.	Give everyone an alternative contact number in case there are any problems and let them know they can ring 0800 65 65 77 for assistance if they get disconnected.
8.	If you need help during your conference, press *0 to speak to a Telecom Audio Conferencing operator. This service is free of charge, unless you require extra services.
9.	Don't use any of your telephone's Hold features as they will frequently pipe music into the conference.
10.	Be sure that you, and all conference participants properly hang up phones at the end of the conference call to avoid being charged extra.

## THE STANDARD COSTS FOR A TELECOM AUDIO CONFERENCE

**Peak Rate:** Weekdays, 8am–6pm (NZ time) – \$0.64/min + GST per participant.

**Off-Peak Rate:** Weekdays 6pm–8am, Weekends and National Statutory Holidays (NZ time) – \$0.48/min + GST per participant.

Additional call rates apply for those calling from mobile phones, payphones or from overseas. Telecom calling specials do not apply, but Audio Conferencing calls do qualify for appropriate customer discounts.

There is no cancellation fee if the Operator Assisted reserved conference doesn't go ahead. However, the conference organiser will be asked to reschedule and notify participants accordingly. There is no penalty if a conference finishes earlier than expected and they can be extended if need be.

## ENCORE LETS YOU PLAY IT AGAIN

Encore extends the life of your Audio Conference by providing a recording that can be used for reference or to involve other people who couldn't be in on the session.

It's ideal for sessions covering a lot of information and detail that needs to be accurately documented. Or for sensitive situations where it's important to keep a record of the conversation.

Encore gives you more flexibility in scheduling conferences. There's no need to postpone or repeat a session if someone is not available - they can listen to the recording later. It also provides a way to bring your Audio Conference to wider groups.

### REPLAYING YOUR RECORDING

With Encore, your meeting, announcement or training session is digitally recorded and stored on a Telecom server where it can be accessed and replayed by authorised participants as required.

You don't have to schedule or broadcast a replay of the conference. They are available on demand, for as many authorised callers as required. People can call in whenever it's convenient, and they don't have to wait for other listeners to finish. They can fast forward or rewind the playback, control the volume and speed, and repeat the playback, all from their touch-tone phone.

## THE COST

Set-up: \$25 per conference. Storage: \$10 per day, or \$40 per 7 days period. Recording: charged at the standard Audio Conference rate for an additional participant. Replay: charged at the standard Audio Conference rate for domestic callers. Additional charges apply for those calling from overseas.

These costs do not include GST. All costs including replay are charged to the convenor.

## HOW TO ADD ENCORE TO YOUR AUDIO CONFERENCE

Call the Audio Conferencing Helpdesk on 083030 or 0800 65 65 77. Pre-booking isn't strictly necessary, but is recommended or there may be a 5-10 minute delay while Encore is set up for you.

Organise your conference as normal.

With Encore, we normally initiate the session and begin recording 5 minutes before participants join in, to ensure the entire conference is recorded. Any blank spaces at the beginning will be edited out.

After your conference, you may add a message at the beginning of the recording.

The recording is generally available for replay within 2 hours of the conference being held.

## ACCESSING ENCORE RECORDINGS

Dial 083036 or, from overseas, +64 83 083036

Enter the conference code (which acts as the Encore replay number)

Use the following phone key commands to help you get the most out of the recording:

Phone Key	Function
1	To begin playback
4	Rewind conference
6	Fast forward
8	Normal speed
9	Increase speed of playback

## THE ENUNCIATOR SERVICE

Enunciator makes Audio Conferencing more efficient and more secure than ever. Through Enunciator, participants are able to enter the meeting faster and are introduced by name and company as they join. The person running the meeting has greater control over the meeting – they can group-mute and un-mute participants, do a private roll call and lock the meeting to prevent other participants joining.

A key feature within Enunciator is Participant Name Record. Participants are prompted to record their name and company before entering the meeting. This is then replayed as they enter the conference. With Enunciator, you know you have the right people at the meeting and the presence and role of each person is known and understood.

### THE COSTS

There is no cost to arrange this service. Standard Audio Conferencing charges apply for all participants.

#### HOW TO HOLD AN AUDIO CONFERENCE USING ENUNCIATOR

–	Call 08 30 30 or 0800 65 65 77 and tell us you'd like to change your Audio Conference profile to enable Enunciator.
–	Organise your conference as normal.
–	When conference participants call in and enter their PINs, they will be asked for their name and company.

### IN CONFERENCE COMMANDS

Telecom Audio Conferencing provides In Conference Commands to improve the quality and security of your conference. The commands available to you depend on the features you elect to use when setting up for conference, specifically Participant Name Record and Guest PIN.

The following menus outline the In Conference Commands on the features selected for use.

#### BASIC MENU

If the convenor and the participants are using neither the Participant Name Record function nor a Guest PIN, they can do the following:

BASIC COMMAND MENU	KEY SEQUENCE
Operator Assistance	*0
Mute/Un-mute Self	*6 (toggle)
Mute Participant Group (convenor only)	759#
Un-mute Participant Group (convenor only)	957#
Lock (and Unlock) Conference (convenor only)	*7 (toggle)

Note that if you are using a single (Host) PIN, then the convenor and all participants can use the entire menu whereas with a Guest PIN certain functions are available only to the Convenor IVR Menu.

#### PARTICIPANT NAME RECORD ENABLED MENUS

The following menus are only available for those who have activated Participant Name Record and are designed to add extra control for the convenor and security for the conference. This should be used in conjunction with a Guest PIN to maximise the control and security benefits.

CONVENOR/HOST PIN COMMAND MENU	KEY SEQUENCE
Enter Convenor IVR Menu (see accompanying Convenor IVR Menu)	*0
Mute/Un-mute Self	*6 (toggle)
Mute Participant Group	759#
Un-mute Participant Group	957#
Lock (and Unlock) Conference	*7 (toggle)
GUEST PIN COMMAND MENU	KEY SEQUENCE
Operator Assistance	*0
Mute/Un-mute Self	*6 (toggle)

#### CONVENOR IVR MENU

This is activated when the convenor has entered \*0 in the Main Level. It provides additional functionality for the conference.

CONVENOR IVR MENU	KEY SEQUENCE
Operator Assistance	*0
Conference Roll Call	*2
Lock (and Unlock) Conference	*3
Convenor Disconnect	*4
Participant Name Record Entrance and Exit Announcements	*5
Activate the Participant Management Menu (see website for these commands)	*6
Leave Participant Management Menu and rejoin the conference	*9

Please note that if you are using Participant Name Record and a single (Host) PIN, then the convenor and all participants can access the Host PIN Menu and Convenor IVR Menu.

## CONFERENCES WITH INTERNATIONAL PARTICIPANTS

There are now three ways for international participants to join a conference:

—	<b>INTERNATIONAL OPERATOR ASSISTED.</b> The Telecom Audio Conferencing operator can bring international participants into the conference, just as they do with any operator-assisted Audio Conference.
—	<b>INTERNATIONAL MEET ME COLLECT.</b> International participants dial directly into the conference using the international access code then dial 64 83 083033. For example to dial from Australia, dial 0011 64 83 083033.
—	<b>INTERNATIONAL FREEPHONE.</b> This new option allows participants based or travelling overseas to call into a New Zealand based conference free of charge from 41 countries†. This option also allows a PIN holder travelling abroad to convene a conference remotely.

Please note: International direct dial Meet Me® is no longer available as an option for international connection to a New Zealand conference.

† Subject to availability

### THE COSTS

**INTERNATIONAL OPERATOR ASSISTED:** There is an \$8.00 + GST charge to the convenor for the operator to bring the person to the meeting, plus international toll charges and the standard Audio Conferencing charges.

**INTERNATIONAL MEET ME COLLECT®:** The person calling from overseas pays their own toll charges; the convenor pays only the standard Telecom Audio Conferencing charges.

**INTERNATIONAL FREEPHONE:** Toll and Audio Conference charges are charged to the convenor. The charges are based on the zone and the time of the call.

The following rates are inclusive of both toll and Audio Conference charges:

ZONE	COUNTRIES	PEAK NZ M-F 8AM-6PM (PER MINUTE)	OFF PEAK M-F 6PM-8AM WEEKENDS, NATIONAL STATUTORY HOLIDAYS (PER MINUTE)
1.	Australia, USA, Ireland, UK, Canada	\$1.15	\$0.94
2.	Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy, Luxembourg, Netherlands, Norway, Spain, Sweden, Switzerland	\$1.79	\$1.36
3.	China, Indonesia, Malaysia, Philippines, S. Korea, Thailand	\$2.35	\$1.59
4.	Hong Kong, Japan, Singapore, Taiwan, Fiji	\$1.93	\$1.26
5.	Argentina, Bahrain, Brazil, Chile, Cyprus, Hungary, Israel, Latvia, Macau, Mexico, South Africa	\$2.54	\$1.82

For a list of available International Freephone numbers, please visit our website at [www.telecom.co.nz/audioconferencing](http://www.telecom.co.nz/audioconferencing)

## FOR MORE INFORMATION

Telecom Audio Conferencing is the straightforward, effective and versatile way for you to meet with people to talk things through.

To schedule a conference call or obtain a PIN call 08 30 30 or 0800 65 65 77 or visit [www.telecom.co.nz/audioconferencing](http://www.telecom.co.nz/audioconferencing)

For more information about Telecom Audio Conferences, call us on 0800 158 666 or visit us online.