



# Service Overview | Operator Assisted Conferencing



## Phone Meetings and Events – Customized, Reliable, Efficient

Copper Conferencing's range of Operator Assisted audio conferencing services provides the extra level of service, features and customization required for investor relations calls, press conferences, kickoff meetings, Town Hall meetings, board meetings and other high-profile calls.

### With Copper Conferencing Operator Assisted services you get:

- Consultation to help you choose the right solution for the meeting or event
- A variety of options to join domestic and international participants to the call.
- Support from an operator before, during and after the call
- Exemplary call execution and customer support

### Copper Conferencing offers 3 service levels to meet your specific needs:

Feature	Automated	Standard	Premium
Operator answers participant dial-ins to the call and collects information such as name and affiliation		√	√
Operator dials out to domestic or international participants to join them to the call.		√	√
Participants enter the call with a passcode	√		
Operator conducts a roll call if needed.	√	√	√
Operator opens the call with a special script introducing the call and speakers			√
Operator conducts Q&A or Polling sessions			√
Operator is available for help during the call	√	√	√
Operator monitors the entire call and is available to speakers or assistance with a comm. line.			√

### Copper Conferencing's Value Added services come with a menu of enhancements you can add to make your meetings and events even more powerful. Features like:

- **Digital Replay** allows participants to listen to an archived conference over the phone
- **Recorded calls** can be delivered in CD, MP3, DAT or .wav formats
- **Pre-event registration** services by phone, fax, email, voice mail, web or regular mail
- **Participant lists** contain the information received from each caller at the start of the call (name, company, location, etc.)
- A separate **communications line** (sub-conference) allows the hosting company to communicate with a conference operator during the call
- **Custom event options** like hold music, branded dial-in number and custom operator script

See how effective and affordable you can make your high-profile phone meetings and events. Copper Conferencing provides effective, easy-to-use web and audio conferencing solutions priced just right for you. And we'll be around long after the sale to support you every step of the way.

## Operator Assisted Enhanced Services – Pricing Schedule

Copper Conferencing's range of Operator Assisted audio conferencing services have a range of enhanced services that can be added to customize your call. Below is a list of those services and the associated price.

Feature	Description	Price
<b>Call Recording</b>		
	MP3, WAV, .dat Recording	\$25.00 per recording
	CD	\$30.00 per CD. Shipping via standard postal service rates
	Digital Replay	Participant price per minute to hear playback.
	Digital Replay Participant Report	\$3.00
	Audio editing of a recording	\$100 per hour
<b>Transcription</b>		
	Standard transcription – available in 24 hours	\$100 for each 15 minutes
	Express transcription – available in 6 hours	\$150 for each 15 minutes
	Expedited transcription – available in 4 hours	\$200 for each 15 minutes
<b>Participant Notification/Registration</b>		
	Operator registration	\$4.00 per participant
	Voice broadcast	\$2.00 per participant
<b>Other</b>		
	Customized, branded dial in number	\$100
	Web viewer	\$50
	Unused line fee (applicable for calls that are 25% less than reserved lines)	\$2.50 per line

Work with a Conference Coach from Copper Conferencing to select the right services to meet your call or event needs. The Conference Coach can help you determine if your call needs are best met with our Automated, Standard or Premium services and which enhanced services are appropriate to meet your objectives.

### **Copper Conferencing Operator Assisted Conference Calls. Customized, Reliable, Efficient**

888.888.8888, &  
 @copper: cghyf  
 |f.c@cf.c|&|.com  
 www.&.c|&|.com