

FREQUENTLY ASKED QUESTIONS

# Operator Assisted Conferencing

Professional, high-touch audio conferencing

Operator assisted conferencing is ConferenceSuite's professional audio conferencing solution. Below are frequently asked questions about reserving an operator assisted call and using operator assisted call features.

**Q: How much does ConferenceSuite's operator assisted conferencing services cost?**

A: You will find that ConferenceSuite's operator assisted audio conferencing service includes many service features that other providers will charge you for. This makes our operator assisted conferencing service extremely competitive. You can call us a 1-800-693-5436 to receive a customized quote.

**Q: How many participants are allowed on an operator-assisted conference call?**

A: There is no limit to the number of participants you may reserve for a call.

**Q: How do I reserve an operator-assisted conference call?**

A: You can reserve an operator assisted conference call by calling 1-800-693-5436 and one of our representative will be delighted to assist you. If you would like to reserve your call online click Reserve a Call.

**Q: How Far In Advance Do I Need To Schedule An Operator Assisted Conference Call?**

A: Twenty-four hour advanced notice is requested when reserving an operator assisted conference to address all call details and to ensure a successful call.



**Q: What features do you offer on your operator assisted audio conferencing Service?**

A: ConferenceSuite offers a full suite of operator assisted conferencing features and benefits.

**OPERATOR ASSISTED  
CONFERENCING FEATURES**

International toll free access numbers

Participant list

Operator managed questions and answers

Customized script/greeting

Operator monitoring

Conference security

Polling

Communication line

Conference record

Operator speaker/participant dial-out

Transcription

Custom features are also available

**Q: Does ConferenceSuite charge an unused line fee?**

A: No. ConferenceSuite does not charge an unused line fee. With ConferenceSuite, you pay only for the attendees that join.

**Q: What if I need to cancel an operator assisted call? Will I be charged a cancellation fee?**

A: Yes. We require notice at least 24 hours prior to start time or a cancellation fee will be incurred. If you need to cancel a call, contact ConferenceSuite's Customer Service at 1-800-693-5436.

**Q: What is OpAssistCall?**

A: OpAssistCall is a ConferenceSuite trademark, short for operator assisted call.