



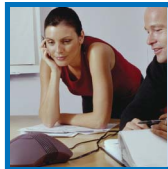
Welcome to AT&T TeleConference Services

It's Never Been Easier to Call a Meeting.

Get Everyone Into the Same Room... Even When They're Not in the Same Room!

In a business climate that's more competitive than ever, AT&T TeleConference Services gives you a big advantage: the ability to "call a meeting" quickly and easily... whenever and **wherever** you need to. From brainstorming sessions to new product announcements, AT&T TeleConference Services can help you get **more** done in **less** time.

Please take a moment to review the following information. It highlights the features and products available to you with AT&T TeleConference Services. As always, if you have any questions, don't hesitate to call your AT&T Representative.



AT&T Reservations/Customer Care Numbers:
1 800 526-2655 or 1 205 206-2301

AT&T Executive Services Only:
1 800 932-1100 or 1 612 334-6983

AT&T TeleConference Services

RESERVATIONLESS Touch-Tone Prompts		RESERVATION-BASED Touch-Tone Prompts	
		* = Toggle On/Off	
Access Menu Options	**	Access Menu Options	#0
Specialist Assist	*0	Specialist Assist	0
Specialist Join the Call	00	Mute On/Off*	1
Dial Out to Participant	*1	Participant Count	2
Begin/End Conference Record	*2	Entry/Exit Tones On/Off*	3
Change Entry/Exit Announcement	*3	Host-Led Q&A	4
Lock Conference	*4	Dial Out to Participant	6
Unlock Conference	*5	Broadcast Mode On/Off*	7
Mute Individual Line	*6	Access Secondary Options	8
Unmute Individual Line	*7	Specialist Assist	0
Conference Continuation w/o Host	*8	Conference Lock On/Off*	1
Participant List	*9	Conference Continuation*	2
Participant Count	*#	Return to Previous Menu	7
Mute All Lines Except Host	##	Replay Current Menu Options	9
Unmute All Lines	99		

Your AT&T TeleConference Services Options

To meet your unique teleconferencing needs, AT&T offers a variety of call types and features.

AT&T Reservationless Service

AT&T Reservationless Service from AT&T TeleConference Services lets you hold conference calls anytime – day or night – **without making a reservation!** Call the AT&T TeleConference Customer Care Center to register today and get your own dedicated dial-in numbers and access codes. When you need to have a conference call, just provide the date, time, dial-in number, and access code to your participants. AT&T will give you a personalized wallet card with your dedicated dial-in information.

To record your Reservationless conference call, press *2 on your telephone keypad to begin recording. To order a copy of the recording, go to: <https://www.teleconference.att.com/conferencerecord>

You can request a cassette, CD, transcription, or set up a Digitized Replay. .WAV files are available on CDs.

Reservationless Operator-Assisted Dial-In

An AT&T Specialist will greet participants when they dial in to the conference bridge.

For additional security, the AT&T Specialist can request information from each participant prior to adding him or her to your call. This may include name, location, participant telephone number, and password.

The host can also request a participant list during the conference call by using the touch-tone prompt to immediately reach an AT&T Specialist or calling the AT&T TeleConference Customer Care Center after the conference call. (Participant lists are available for 30 days after the conference call.)

Reservationless Operator-Assisted Dial-In is available for conference calls with up to 50 participants. For larger conference calls requiring Operator Assistance, please call the AT&T TeleConference Customer Care Center to make a reservation.

Participant List Reporting: An AT&T Specialist will collect participant information at the beginning of each call and fax or email this information to the host.

Your Calling Options for Reserved Calls

AT&T offers the assistance and services you need for successful Reservation-Based calls.

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AT&T Dial-In Audio Conferencing

An AT&T Dial-In Audio Conference (or “meet me” call) enables participants to join the conference from virtually any telephone in the world – including hotel phones and public pay phones – perfect for hard-to-reach people on the go!

Toll-Free Dial-In

Participants use a toll-free number to join the call. The host pays all transport, bridge, and setup charges.

Caller-Paid Dial-In

Participants use a 10-digit number to join the call and are charged for the transport between their locations and the bridge. The host pays all bridge and setup charges.

Operator-Assisted Dial-In

Operator-Assisted Dial-In is available in both the Caller-Paid and Toll-Free options. This call type offers a personal customer service touch and security features for your conference calls.

The following specialized features are available to you:

Solicitation and Enforcement Instructions: An AT&T Specialist will ask for certain information from participants before adding them to the call.

Password Screening: Allows the host to specify a password that each participant must provide before joining the conference call.

Participant List Screening: Allows the host to specify a list of participants who may dial in to the call.

Arrival Introductions: An AT&T Specialist will introduce each conference call participant.

Participant List Reporting: An AT&T Specialist will collect participant information at the beginning of each call and fax or email this information to the host.

AT&T Operator-Dialed Audio Conferencing

Just give us a list of your conference call participants, and an AT&T Specialist will call them prior to the start of your call.

Innovative Service Features

You can also choose from a wide range of features that make teleconferencing an indispensable way of doing business. Ask for more information when you set up your next call.

Conference Continuation Without Host

You, as host, can allow a conference call to continue after you disconnect via a touch-tone prompt.

Reserved Recording

Provides a record of your audio conference on audiocassette.

Transcription

Provides written documentation of your audio conference.

Digitized Replay

In today's fast-paced world, it can be difficult to get everyone together for a single conference call. That's why there's Digitized Replay. The Digitized Replay feature digitally records a conference call, so participants who missed the meeting won't be left out of the loop. Digitized Replay is also useful for clarifying notes and confirming what was discussed.

To use, simply request this feature when you make your reservation.

AT&T Conference Monitor

With AT&T Conference Monitor, you – as the host – can control your conference calls via the Internet. The Conference Monitor empowers you to monitor your calls based on your needs without the intervention of an AT&T Specialist. Go to:

<https://www.att.com/teleconferencecenter>

AT&T Optional Services

AT&T Web Meeting Service – The Ultimate Presentation Tool!

AT&T Web Meeting Service uses the Internet to take teleconferencing to a whole new level. Use it during Reservationless or Reserved meetings to present documents, diagrams, and illustrations to employees, vendors, and customers. It also provides the host and participants with the ability to collaborate on documents remotely, enabling real-time revisions. It's easy! And there's *no new hardware or software required*.

Access AT&T Web Meeting Service at:
<http://www.webmeeting.att.com>

To see a Web Meeting Demo, visit: <http://www.att.com/webmeetingdemo>

To register for AT&T Web Meeting Service training, go to:
<http://attwebtrain.123attend.com> Password: webtrain

AT&T Executive TeleConference Services Options

As an AT&T Executive TeleConference Services customer, you can take advantage of exclusive features, such as Participant Screening, Professional Moderator, Facsimile Service, and more! Use them to put your best foot forward for high-level conference calls like these:

- Investor Reporting
- Employee Broadcasts
- Press Announcements
- Executive Conferences

And because image is everything during such critical calls, AT&T offers Custom Messaging On Hold as an alternative to traditional music on hold. So you can create a positive, informative atmosphere – even before the conference call begins!

AT&T VideoConferencing – The “Face-to-Face” Conference Call!

AT&T VideoConferencing allows you to participate in “virtual” face-to-face meetings. You get all the advantages of “in-person” gatherings...without the high travel costs. For more information, email us at: videoconf@ems.att.com

AT&T Global TeleConference Service Options Bring the World to Your Boardroom!

AT&T Global TeleConference Service options include Translation Service – plus a variety of dial-in options from almost anywhere in the world! Contact your AT&T Representative for more information.

Make the Most of Every Conference Call With These Simple Tips!

Before the Call:

- Prepare an agenda, so you will have a productive meeting.
- Advise participants of the date, time, dial-in information, and planned duration.
- Let participants know that you will start the call promptly.
- Provide all materials to participants prior to the call.

During the Call:

- Do a roll call.
- Seat key participants near the speakerphone.
- Ask participants to speak naturally, identify themselves while speaking, and pause for others to comment.
- Direct questions/comments to specific individuals or locations.
- Encourage participation and stimulate discussion.
- Spell out unusual terms, names, and numbers.
- Mute speakerphones when not in use. If a mute button is not available on your phone, use the touch-tone features on your keypad.
- Avoid putting phones on hold. “Hold music” could disrupt your conference.
- Summarize next steps, deadlines, and action items clearly.
- Choose a date and time for your next conference call while everyone is still on the line.

After the Call:

- Follow up on key decisions and action items.
- If not using AT&T Reservationless Service, reserve your next conference call!

For AT&T Training and Account Support, contact your AT&T Representative:

Dawn Rasmussen-Utz
480-649-6829
rasmussenutz@att.com

<http://www.att.com/virtualmeetings>

Special Notes:

To set up AT&T Teleconference service, please call the UC Davis Operator at 530-752-0044.