

PREMIERECALLSM

OPERATOR-ASSISTED CONFERENCING



DELIVER YOUR MESSAGE WITH CONFIDENCE

For your most important meetings, Premiere Global Services' suite of PremiereCallSM operator-assisted solutions provides the event management expertise, technological innovation and guaranteed security you need to deliver your message with confidence. Whether you're communicating to employees, investors or customers, Premiere Global Services can accommodate your business needs with a level of professionalism unmatched in the industry with PremiereCall.

The PremiereCall Advantage: Professional Meetings Every Time

PremiereCall offers three levels of service for you to choose from—PremiereCallSM Event, PremiereCallSM Auditorium and PremiereCallSM Connection, combining features and services to create unique solutions for your most important engagements.

All service levels include an experienced conferencing expert to help you plan and conduct successful conferences. With your goals and meeting scope in mind, that expert arranges reservations, coordinates specialists for enhanced services and ensures delivery of post-conference reports and recordings.

Our Experts Focus on Your Goals

Experience: Our Client Services representatives boast an average tenure of 3.6 years.

Professional Care: PremiereCall offers a full range of professional assistance, including a dedicated Event Manager and skilled operator.

These experts undergo months of intensive training, specialized courses and ongoing assessment to provide you the most professional service in the business.

Security & Reliability: From the latest encryption technology and industry-leading conference security features, to an advanced fault-tolerant and redundant architecture, Premiere Global Services delivers some of the highest levels of security screening in the industry and provides 99.95% error-free performance.

A Better Way to Present Information and Ideas

PremiereCall allows you to select the best solution to meet your specific goals, whether you're announcing quarterly earnings to investors, conducting focus groups or training sessions, holding press conferences, launching a new product or making a company-wide announcement. For your image-impacting events, choose Premiere Global Services, the provider companies count on when communication really matters.

Conferencing and Collaboration to Simplify Your Meetings

For over 20 years Premiere Global Services has enabled customers to automate and simplify components of their critical business processes. By partnering with Premiere Global, you get the world's most advanced audio and Web conferencing and collaboration services. Whether you want the ability to initiate audio conference calls any time, from anywhere or conduct compelling, professional Web presentations with participants from around the world, Premiere Global offers the communication solutions you need.

With PremiereCall You Can Select the Level of Service That Best Meets Your Needs

	PremiereCall SM Event	PremiereCall SM Auditorium	PremiereCall SM Connection
Recommended For	Image-impacting and large-scale events	Professional events with productivity in mind	Smaller, private sessions with a professional touch
Typical Applications	External product marketing, focus groups, press conferences, investor relations	All-hands meetings, HR announcements, training, Web seminars	Board meetings and small forums requiring the sophistication of operators
Audience Size	10 to 1000's	40 to 2000	Up to 30
Caller Entry & Tracking	Operator greeting, screening	IVR/Passcode with optional tracking via PINs	Operator greeting, screening
Operator Assistance	One or more full-time, dedicated	One full-time, dedicated	One until roll call, then on demand



Enhance Your Message with PremiereCall™ Features

Before Your Session	During Your Session	After Your Session
<p>Reservations: Conferencing Experts assist with reservations, coordinating specialists and enhanced services</p> <p>Broadcast Messaging: Send invitations via e-mail blast, fax or voicemail</p> <p>Fulfillment: Send advance information to invitees</p> <p>Web Presentation Services: Specialists coordinate rehearsals and advise on timing, flow and techniques</p> <p>ReplyLine RSVP: Collect information in advance from participants</p> <p>Participant Verification: Dedicated operator can remove participants when operator is notified during pre-conference or via the behind-the-scenes CommLine</p> <p>Operator Screening: Allow or disallow access to speakers pre- and post-conferences</p> <p>Pre-Meeting Consultation: Minutes prior to start time, a lead operator consults with speakers to review meeting flow and features requested</p>	<p>Professional Announcer: Kicks off the call and introduces speakers</p> <p>CommLine: Open phone communication between client contact and dedicated operator (Event only)</p> <p>Dial-Outs: Personally escort important attendees into the call via an operator</p> <p>Host Controls: Display attendee data in real-time (Event only)</p> <p>Custom On-Hold Music and Announcements: Client-provided information can be played for the call (Event only)</p> <p>Lecture Mode: All lines are muted to minimize interruption and unwanted noise</p> <p>Sub-Conferences: Breakout sessions or private conferences with selected participants (Event only)</p> <p>Q&A: Interactive conversation with operator assistance and screening</p> <p>Polling: Feedback through operator-managed surveys</p> <p>Integration with Web Conferencing: Visual Web presentation capabilities</p> <p>Conference Recording: Extend your conference with replay, CD, tape or audio files</p> <p>Mute/Unmute: Muted participant lines ensure the audience can hear, but not interrupt the conference unless the speaker chooses to open the lines for Q&A</p>	<p>Post Conferences: Private post-conferences for speakers to discuss the preceding conference confidentially</p> <p>Participant List: Post-call attendee report</p> <p>Replays: Access to replays only through unique passcode</p> <p>Transcription: Document the call, satisfy legal requirements and provide an archive of the event</p> <p>Translation: Translate conference transcripts into other languages</p> <p>Recording Duplication: Professional-grade recordings for single or bulk duplications</p> <p>Audio Production: Professional-grade recording and editing to produce high-quality recordings for playback and reproduction</p> <p>SoundByte®: Hear the message by phone 24/7 after the call</p> <p>Post-Event Reporting: Customize reports with information from registration, participation and polling</p>

Sign Up and Begin Using PremiereCall Today!

1 To set up your account, call your Conferencing Provider.

2 Simply schedule your meeting with your dedicated Event Manager, who will advise you on ways to maximize your success.

3 Conduct your meeting! Premiere Global Services' acclaimed customer service is there every step of the way.