

# CITES Telephone Conferencing Services

(CAMPUS INFORMATION TECHNOLOGIES AND EDUCATIONAL SERVICES)

In addition to the station controlled three and six party conference features available on most telephones, two types of operator assisted teleconference services are available through CITES.

**Operator Arranged Conference** - This service is much like the conference services offered through AT&T and other long distance carriers; a campus operator contacts each party and conferences them together through the campus phone system.

**Meet-Me Conference** - With this service, conferees simply call a special conference telephone number at the pre-arranged time and the phone system automatically connects them together. A campus operator controls access to the conference circuits to insure availability and privacy.

There are six conference lines that can accommodate up to 29 conferees and one line that can accommodate up to 59 conferees, on or off campus. There is also a toll free number option for use with the meet-me conference. The use of these services must be pre-arranged with the chief operator at 3-0133.

The chief operator will need the following information to arrange your conference: Department name, campus address, contact person, the name of the conference leader, date, time, expected duration of the conference call, and the Banner account number to be billed. For operator arranged conferences, the name and telephone number of each conferee is also needed.

The cost of each service is based on the amount of time reserved.

## The charges are:

**Operator Arranged Conference - 1 – 29 Participants**: \$30.00 for the first ½ hour reserved and \$7.00 for each additional 15 minute interval reserved, plus any long distance charges involved, at the rate of \$.07 per minute.

**Meet-Me Conference - (Caller Paid) 1 – 29 Participants**: \$20.00 for the first ½ hour reserved and \$7.00 for each additional 15 minute interval reserved.

**Meet-Me Conference - (Caller Paid) 30 – 59 Participants**: \$30.00 for the first ½ hour reserved and \$7.00 for each additional 15 minute interval reserved.

**Meet-Me Conference - (Toll free) 1 – 29 Participants**: \$20.00 for the first ½ hour reserved and \$7.00 for each additional 15 minute interval reserved, plus 800 charges of \$.07 per minute/per participant.

**Meet-Me Conference - (Toll free) 30 – 59 Participants**: \$30.00 for the first ½ hour reserved and \$7.00 for each additional 15 minute interval reserved, plus 800 charges of \$.07 per minute/per participant.

These rates represent a significant discount over other teleconferencing services.

For more information, contact the campus Chief Operator at 3-0133.

>>>>

# **HOW IT WORKS:**

## **Operator Arranged Conference**

With this type of conference call, the campus chief operator contacts all conferees and connects them together using the conferencing facilities of the campus telephone system.

A few minutes before your conference call is scheduled to begin, the University chief operator will start setting up the conference. The person you have designated as the conference leader will be called first. When all the designated conferees are reached, the chief operator will leave the conference. Should a problem arise, the chief operator can be reached at 333- 0133.

## **Meet-Me Conference**

With a Meet-Me Conference, the participants call a special campus telephone number. The phone system automatically connects each conferee as they call in.

A few minutes before your conference call is scheduled to begin, the University chief operator will open the Meet-Me Conference line assigned for your call. This will allow the conferees to dial into the conference. This also gives the conference leader the opportunity to be in on the line early to greet each person as they call in. Once the chief operator has verified that at least one conference participant has called in, she will leave the line. A "beep" tone will signal the entrance of each new caller to the conference call. Should a problem arise, the chief operator can be reached at 333-0133.

## **Notes**

At this time there are seven conference lines available. One conference line can accommodate up to 59 participants. Six lines can accommodate up to 29 conferees. There is also a toll free number option that can be used with the Meet-Me Conference.

A campus caller who is participating in the Meet-Me or Operator Arranged Conference cannot transfer the conference call to another phone.

Reservations should be made as far in advance as possible, by calling the Chief Operator at 3-0133. During the regular school year, the Chief Operator can be reached at that number from 7:30a.m.-11:00p.m. Monday through Friday, excluding all-campus holidays. During Spring Break, Summer semester and Winter Break the hours are 8:00a.m.-5:30p.m. (After hours Meet-Me calls can also be arranged.)

May 17, 2007

Hi Deanna,

Enclosed are the teleconference guidelines for the CITES teleconferencing service. Please give us a call if you have any other questions about setting up a conference call through our office. We'll be happy to help you with arrangements and reservations at the number 333-0133. During the school year our office is available to take your call between the hours of 7:30a.m. and 11:00p.m., Monday through Friday, excluding all campus holidays. When school is not in session during winter break, spring break and in the summer, our office is open from 8:00am until 5:30pm. (After hours Meet-me calls can be arranged.) If you reach our voice mail, please leave a message and we'll return your call as soon as possible or you can also contact us by email at [teleconference@uiuc.edu](mailto:teleconference@uiuc.edu).

Sincerely,

Cindy Fonner and Martha Decker, Chief Operators

Phone: 333-0133 Fax: 333-9758 E-mail: [teleconference@uiuc.edu](mailto:teleconference@uiuc.edu)