Conferencing Services

Telephone and Web conferences independent of time and place

What are Conferencing Services?
- Simple hosting of telephone conferences and Web presentations.
- Simple user interface and operation.
- Specialist support team to help you hold complex conferencing events such as investor relation calls, expert chats and media conferences.
- Integration into Microsoft Office and BlackBerry.
- Infrastructure and data storage in Switzerland.
- Free dial-in numbers and local dial-in numbers in 60 countries.

How you benefit
- You can have efficient discussions with employees, customers and partners around the world and make presentations online.
- You decide whether Swisscom organises, coordinates and monitors your conference or whether you want to do this yourself via a Web portal.
- You benefit from our many years of experience in organising and holding media conferences and events by phone.
- You do away with unnecessary business trips, save time and money, and protect the environment.
- You use the service at any time and from anywhere. For presentations, all you need is an Internet connection with a Web browser.

Flexible conferencing solutions provide more services. Find solutions together. Whenever and wherever you want.
Product groups

**Premium**
Our specialist conferencing team organises, coordinates and monitors your conference.
Complex conferencing events, such as investor relation calls with a question and answer session and dial-out conferences.

**Standard**
User-friendly conferencing portal for reserving and controlling telephone and Web presentations.

Conference dial-in

**International**
Dial-in numbers in Switzerland can be accessed from throughout the world.

**Local access**
Local dial-in numbers are available to conference participants in more than 40 countries.

**Freecall**
Freecall numbers are available to conference participants in more than 60 countries.

Conference types

**Dial-in**
Participants dial in to conferences using access numbers and access codes plus an optional additional security code. After the conference has been reserved, it is available at any time or once. Reservation is via your personal conference portal or through the Swisscom Service Office.

**Dial-out**
The participants are called either personally or by the conference system, welcomed and connected to the conference. Continuous quality control ensures that the conference runs smoothly. If a participant’s connection is interrupted during the conference, it is re-established.

**Dial-out self-service**
Reservation and control via the conference portal. The moderator can dial additional participants in at any time using the conference control on the Web portal.

**Webinar**
Reservation and control via the conference portal. Webinars can be booked with dial-in or dial-out connection and are usually held together with a presentation. The webinar includes a registration process for participants using an Internet link. The participants receive the access data for the conference and the presentation after registering. The moderator is thus informed who and how many are taking part in the webinar.

**Alert conference**
A predefined participant list is automatically called to an alert conference after the moderator dials in to the conference system and enters his/her access code.

**Event**
The participants are welcomed after entering their access code and, upon customer request, asked for their name and company. In the case of dial-out events, the participants are welcomed and connected to the conference. Active, constant monitoring by the conferencing staff ensures that the conference runs smoothly. An event often takes place together with a presentation and a question and answer session supported by a conferencing employee.

Presentation

**Online presentation**
In the conference control section of the portal, there is an integrated presentation tool that allows PowerPoint presentations to be shown in parallel with all conference types. Participants can ask the moderator questions online.

Optional chat functions.

Features

**Outlook add-in**
Book conferences directly from Outlook.

**BlackBerry app**
Book conferences directly from your BlackBerry.

**Recording & playback**
Record conferences and play them back using dial-in numbers/access code.

**Play audio files**
Play your own audio files during audio conferences.

**Address book**
Managing conference contacts and conference groups.

Free of charge additional services

**Conference portal**
Personal conference portal for moderators.

**Operator fallback**
During Service Office opening hours, participants who have trouble dialling into conferences are connected with an employee who places them in the conference after checking their authorisation.

A conferencing employee can be called into the conference at any time.

**E-mail confirmation and invitations**
Conference reservations and changes are confirmed via e-mail. Conference leaders who have an account in the conference portal have the option to have automatic conference invitations sent to the individual participants.

**Reports**
Daily or monthly evaluations of the conferences held.

Additional services subject to charge

**Full monitoring with question & answer**
Monitoring of the whole conference including control of the question/answer session by a conferencing employee.

**CD production**
You can order audio CDs of recorded conferences from the Conferencing Service Office.

Confidentiality

**Data protection**
Swisscom guarantees totally confidential treatment of all information and data. All Swisscom Conferencing Services infrastructures and stored data are in Switzerland and subject to Swiss law. All Swisscom employees are subject to Swiss telecommunications confidentiality.

Support and consulting

Support and consulting in German, French, Italian, English and Spanish,
Mon–Fri: 7 a.m.–10 p.m., Sat, Sun and all public holidays: 8 a.m.–8 p.m.

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