

- Operator assistance can be obtained by pressing *0. There will be no charge if you are experiencing technical difficulty, however a charge will be incurred for all other operator assistance requests.
- Operator involvement will upgrade an Unattended call to a Standard call. The operator will not advise you of this upgrade.
- Instant Meeting does not incur any cancellation charges.
- Instant Meeting lines cost the same as Unattended lines.
- More than 20 participants on an Instant Meeting call will start incurring charges.
- Instant Meeting call can continue if leader hangs up or terminate upon leader hanging up.
- Charges on an Instant Meeting call start incurring when first participant calls in.

Please Note!
There are two ways to avoid cancellation charges:

Call: 1-877-232-NASA (6272)
 30 minutes prior to conference start time.

or

If you forget to cancel your conference: Have two participants dial into the conference, stay on the line for 2 minutes, and then hang up. (One person calling in does not constitute a conference call.)

International Participants

The use of Premier service is recommended if you have International Participants in order to avoid having a charge on their phone bill. Toll-free numbers cannot be accessed by International Participants.

NASA Integrated Services Network

NASA's Telecommunications Provider



The mission of the NASA Integrated Services Network (NISN) is to provide cost-effective wide area network telecommunication services

for transmission of data, video, and voice for all NASA Enterprises, Programs, and Centers, utilizing commercial capability wherever possible.

For More Information on NISN visit:

<http://www.nisn.nasa.gov>

Voice Teleconference Service levels offered are:

- Unattended
- Standard
- Premier
- Instant Meeting

Service information is included in this brochure. Additional information can be found at <http://www.nisn.nasa.gov/vots/index.html> in the "VoTS User's Guide."

Secure Voice is provided by MSFC. Please call 256-544-2121 for more information on Secure Voice Teleconferencing.

NASA Voice Teleconferencing Services Contacts

NISN

Customer Services and Training:
 Call the NASA Integrated Support Center (NISC) at 1-800-424-9920 or 256-544-HELP (4357) for MSFC.

helpdesk.msfc@msfc.nasa.gov

VoTS Problem Reporting

During a conference:
 Press *0 for the Operator.

Disconnected users should call the toll-free number provided by the Operator.
 Secure Voice: Call 256-544-2121

After the conference:
 Call the NASA Integrated Support Center (NISC) at 1-800-424-9920 or 256-544-HELP (4357) for MSFC.

To Schedule a Conference

There are two methods available to schedule a voice conference:

1. E-Scheduling, formally known as (ORS) Reservation System
2. Call: 1-877-232-NASA (6272)

Further information can be found at:
<http://www.nisn.nasa.gov/vots/index.html>

Voice Teleconferencing Service

VoTS



As Provided by:

NASA Integrated Services Network
 NASA's Telecommunications Provider



Unattended

Information Required for Setup

- Call leader's name, phone number, and site
- Conference contact's name and phone number
- Conference title
- Date, time, duration, and time zone
- Number of toll and toll-free access ports (telephone connections) needed
- Features (see below)

Call Leader's Responsibilities

- Check call confirmation for accuracy
- Notify participants of toll or toll-free number, pass code, conference title, date, time, time zone, duration, confirmation number and contact information
- Performing a roll call is recommended
- Initiates privacy option
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Available for assistance (*0) if there are technical difficulties. (Note: Calls to the Operator for any other reason will result in the conference being charged at the Standard rate.)

Unattended

Description

Participants dial into this conference using either a toll or toll-free number. The Operator is available for technical assistance only and does not initiate the conference.

Participant Access Method

- Toll Meet Me
- Toll-Free Meet Me
- A combination of the two

Features

- Standing Reservation
- Tone In
- Selected Features

Standard

Description

Participants can dial into this conference using either a toll or toll-free number, or they can request that an Operator contact them. An Operator will greet and announce the participants as they join.

Participant Access Method

- Toll Meet Me
- Toll-Free Meet Me
- Dial Out
- Any combination of the three

Features

- Standing Reservations
- Participant Screening
- Enter/Announce
- Roll Call
- Selected Features

Standard

Information Required for Setup

- Call leader's name, phone number, and site
- Conference contact's name and phone number
- Conference title
- Date, time, duration, and time zone
- Meet Me Access: Number of toll and toll-free access ports (telephone connections) needed
- Dial Out Access: Names, phone # and NASA site

Call Leader's Responsibilities

- Check call confirmation for accuracy
- Notify participants of toll or toll-free number, conference title, date, time, time zone, duration, confirmation number, and contact information
- Performing a roll call is recommended
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Provide toll and/or toll-free number
- Greet and announce participants
- Initiate call for Dial Out participants
- Available for assistance (*0)

Premier Standard Unattended

	A	B	C
Conference Monitoring			
Meeting Manager			O
Participant Screening			O
Polling			O
Q&A			O
Subconferencing			O
Meeting Manager			O
ASAP Calling	O	O	O
Coordinator Request	X	O	O
Tone In	O	O	O
Enter and Announce		O	O
Listen Only		O	O
Music While On Hold		O	O
Roll Call		O	O
Announce Late Participants		O	O
Secured Call	O	O	O
Tape Playback		O	O
Customer Reference Codes	O	O	O
Conference Recording		X	X
Master List		O	O
Multipoint Fax	X	X	X
On-Line Reservation System	O	O	O
Instant Replay Plus		X	X
Participant List		X	X
Prenotification	X	X	X
Standing Reservation	O	O	O
Transcription		X	X
Interpretation/Translation Services			X
RSVP/ Web RSVP	X	X	X
Instant Meeting	O		

- A Coordinator is available for technical problems.
- B Coordinator periodically monitors to ensure quality.
- C Coordinator is on the line throughout the call.

- X Nominal charge for this feature.
- O Feature is included at no additional charge. If box is not marked, feature is not available.

Premier

Information Required for Setup

- Call leader's name, phone number, and site
- Conference contact's name, phone number, and site
- Conference title
- Date, time, duration, and time zone
- Participants' name, phone number and location

Call Leader's Responsibilities

- Notify participants of date and time.
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Initiates call
- Greet and announce participants
- Roll call
- Monitor call

Premier

Description

An Operator calls each participant approximately 10 minutes prior to the scheduled call time.

Participant Access Method

- Dial Out
- Toll Meet Me
- Toll-Free Meet Me

Features

- Q&A
- Polling
- Subconferencing
- Participant Screening
- Secured Call
- Selected Features

Instant Meeting

Description

Participants dial into this conference using the toll-free number and personal identification number (PIN) provided by the call leader. Instant Meeting is an Unattended service that does not require going through the reservation system.

Participant Access Method

- Toll Meet Me
- Toll-Free Meet Me

Features

- Private Roll Call
- Conference Continuation
- Conference Lock
- Entry/Exit Announcements
- Secured Call
- Selected Features

Instant Meeting

Information Required for Setup

- Call leader's name, phone number, and site
- Conference contact's name and phone number

Call Leader's Responsibilities

- Notify participants of toll or toll-free number and pass code
- Call starts when the leader arrives, and ends when the leader hangs up
- Call terminates if the leader does not dial after 20 minutes

Operator's Responsibilities

- None

Advanced

Support

Administrative