

**North Carolina Department of Transportation
Division of Highways
Traffic Engineering and Safety Systems Branch**

**STANDARD PROCEDURE
for
Telephone "Meet Me" Conference Calls**

The purpose of this standard procedure is to establish guidelines used for telephone conference calls for the Traffic Engineering and Safety Systems Branch. This service is provided by the Office of Information Technology Services. All calls must be reported to the budget officer, prior to scheduling. Forms to schedule these calls are attached.

Listed below are specific criteria to be followed:

Complete the appropriate attached form and fax to the State Operator at (919) 733-5279.

Helpful Information

- 1- It is a number the **State Operator** will assign to you for the day and time you'll need it;
- 2- There is a **charge of \$10 per call** (it doesn't matter the length of the call, (i.e.: 30 minutes, 1 hour or more);
- 3- Be sure to review the instruction sheet on how to initiate it
- 4- Be sure to send your request at least 24 hours in advance;
- 5- You will receive an email after the number is assigned;
- 6- Remember that whoever is calling into that number will be paying for the call through their carrier;
- 7- In case your meeting has been cancelled you need to let us know so that there will not be a charge. You can REPLY to the email or send it by fax with a written request to cancel the call. Copy budget officer on all correspondence.

Information Technology Services General Directions on using the Meet Me Number

- (1) The first person, initiator of the call, (should be the meeting's moderator) will hear the telephone ringing (a regular ring) until a second person **immediately** dials in.
- (2) Once the second person dials in, the ringing will stop and the line is open and ready for the conference.
- (3) No one should put their phone back on the receiver or answer incoming calls. Otherwise, it will close their line out and they will need to go to different phone number to re-enter.
- (4) Once a meet-me call is in progress, the moderator has the option to lock the telecom by pressing the # button once all callers are online; no other participants are allowed to enter the call.
- (5) Please note that the first person calling the meet-me number is the only one that can close the call and also lock the line (item-4), so it is very important that the meeting moderator is the first person calling in.

ATTENDANT CONTROLLED CONFERENCE CALL:

- 1- It is a type of call where the State Operators are going to connect you with the numbers you provided;
- 2- There is a set up fee of \$20 per call for the Attendant Controlled Conference Call;
- 3- Your office will be paying for the call;
- 4- The charge number is your office phone number;
- 5- Be sure to send your request at least 24 hours in advance;
- 6- After receiving your request we'll send you a email to confirm it;
- 7- Please send us the most accurate information (i.e.: office, cell or home phone number and extension if that is the case) of the people we are going to connect with you;
- 8- Make sure you call us at 919-733-1110 to initiate your conference call (Be aware that it takes 1 minute to connect each person on the conference with you),
- 9- In case your meeting has been cancelled you need to let us know so that there will not be a charge. You can REPLY to our email or send it by fax.



Request for:

Local Meet-Me Conference Call

Check box if this is your first time requesting a billed meet-me number Yes

Department Name:	
Division Name:	
Initiator's Name:	
Contact Name:	
Email:	
Agency phone number:	

If you need an area code meet-me *other* than 919, list here: _____

Check box if you need a meet-me number for more than 30 people Yes

Date(s) for Meet-Me	Start Time	End Time	Meet-Me Number to be assigned by State Operator

\$10 per call

Billing Office Telephone Number	
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Confirmation with assigned meet me-number will be emailed to contact email above within 24 hours of receipt along with a phone message. Please send in a separate request for each month. Billing Dept Code is no longer needed. For more information go to:

<http://www.its.state.nc.us/ServiceCatalog/AudioConferencing.asp>

Operator Use only :	Checked #	Emailed	Called	Billed

State Operator Fax Number: 919 733-5279
Or Email form to: ITS.Call.Reservation@its.nc.gov

