

Deltacom Conferencing Solutions

Audio and Data Conferencing allow you to communicate with a large number of people without the expense of travel. These products enable you to have a great deal of flexibility with meetings. Deltacom offers customers both Audio Conferencing *and* Data Conferencing. When these products are combined, they form a very effective meeting tool that allows remote users to efficiently convey complex concepts.

Product Description

Audio Conferencing:

There are several variations of an audio conference call. The two main categories of conference calls are **automated** and **operator assisted**. There are two subsets of calls in these groups. These subsets are "Reservationless-Plus ®". an automated call that does not require reservations and "Operator Assist Meet Me", a reservation based call serviced by an operator.

RESERVATIONLESS-PLUS

Reservationless-Plus® audio conferencing service provides on-demand conferencing, allowing the customer to initiate a call **24 hours a day, 7 days a week**

- No reservations required
- No Operator assistance necessary
- No time limits to your calls
- Leader controls all conference commands
- Leader can dial out to all participants directly from the conference
- Fast and easy to use

Holding a conference is as simple as dialing a toll-free number and entering a Conference Code. The Customer decides how many lines they will need through a monthly subscription of ports. As the Conference Leader, the customer can control all features and functionality of each conference - from dialing out to a missing participant to muting / un-muting participants' line via the keypad.

OPERATOR ASSISTED - MEET ME

Operator Assisted - Meet Me provides customers with the ability to utilize a multitude of advanced services for scheduling conferences, broadcasting and recording conferences, entering conferences, administering conferences, gathering data for conferences and securing conferences. A live Operator manages all the details where the customer can focus on the conference message. Dozens of helpful features are available to customize your conference. For example, *Encore* digitally records your call for those who were unable to attend it live or would like to listen again, or with *Polling*, an Operator surveys all conference participants for you, providing instant feedback. Any transcription service would also require a reservation and operator intervention.

- Meeting participants access the conference call by dialing a permanently supplied Toll Free *Meet Me* number (800, 888, or 877 area codes) valid from anywhere in the United States

- Operators place participants into calls
- Operator help and other features are accessed using the buttons on the telephone keypad
- Requires reservations

Data Conferencing:

Deltacom's data conferencing product is known as *Meeting Visuals*. This product is feature rich yet economically priced. Host virtually any business meeting via the Internet with Meeting Visuals web conferencing – it's easy, interactive and highly effective. You can add impact to your conference calls by guiding the call participants through Microsoft Power Point or *any other* application on their PC. Meeting Visuals allows information from the call leader's PC to be displayed on all call participants' PCs via the Internet. The call leader can control all actions from their PC, or allow participants to share control temporarily. Webex is the on-line communications platform that powers Meeting Visuals data conferencing. Webex is the worldwide leader in online communications. Webex powers online meetings, web conferencing and video conferencing services created for today's enterprise. Built on MediaTone technology, Webex has deployed the only globally distributed information-switching network created specifically to facilitate interactive online meetings, support sessions, online training and seminars. Meeting Visuals is packed with features including video integration (web cam and streaming video), on-line file transfer, live application viewing and sharing, desktop collaboration, record/edit/playback and attendee on-line polling. Support for SSL encryption enables you to securely conduct interactive meetings with even the most confidential information.

MEETING VISUALS

- Requires no reservations and is available **24 hours a day, 7 days a week**
- Meeting Visuals and Reservationless Plus audio conferencing used together are very effective to conduct remote training
- You can access *Meeting Visuals* through <http://www.meetingvisuals.com>

RELY ON MEETING VISUALS TO:

- Present slides to make your meetings more memorable
- Conduct sales presentations or training sessions
- Share your latest sales and financial projections
- Collaborate on product plans and design specifications
- Annotate technical documents

Standard Pricing

All calls are billed in full minute increments.

Reservationless Plus	Toll Free	\$.15
	Toll	\$.15
	From Alaska, Puerto Rico or Hawaii	\$.35
Operator Assisted	Toll Free	\$.30
	Toll	\$.30
	Operator Dial Out	\$.30
	From Alaska, Puerto Rico or Hawaii	\$.45
Premium Operator Assisted	Toll Free	\$.35
	Toll	\$.35
	From Alaska, Puerto Rico or Hawaii	\$.50

Standard Features

(All at no charge):

Rate Type	Description	Rate
Branded Annunciator	Participants are greeted by a branded message when they call InterCall. For example, "Welcome to ABC Company, may I help you?"	No Charge
Custom Scripting	Custom Scripting may be provided by the customer to replace or augment any script available during the conference.	No Charge
Direct Entry	Participants are placed directly into the conference and may communicate with each other prior to the Leader joining.	No Charge
Music Entry	Participants are placed on music hold until the Leader joins the conference.	No Charge
Name Announce	Operator announces each Participant's name as they are joined to the conference.	No Charge
Entry/Exit Tone	Tone plays when each Participant joins or leaves the conference.	No Charge
Roll Call	Operator recites the names of Participants who are in the conference. Roll Call is executed after the Leader joins the call.	No Charge
Leader First	Leader is joined to the conference before any Participants.	No Charge
Leader Last	Leader is joined to the conference after all Participants have joined, at the request of the Leader, or at the conference's scheduled start time.	No Charge
Email/Fax Confirmation	A confirmation is sent to the contact after the reservation is made.	No Charge
Self Mute	Participants can mute and un-mute their lines. Helpful when using cellular phones.	No Charge
Group Mute	Leader can mute and un-mute the group.	No Charge
Password/ Passcode	Participants are required to provide a valid password/passcode in order to join the conference.	No Charge
Conference Lock	A tool for the Leader to prevent additional participants from joining.	No Charge
Polling	Leader can survey participants by asking pre-determined questions, which participants may answer by "voting" with specific number on the telephone keypad. Results are sent to the Leader after the call.	No Charge*
Q&A-Question& Answer Session	Operator facilitates a Question and Answer session by recognizing and unmuting participants one at a time so they may ask a question in conference.	No Charge*
PAC Codes	The ability to capture an expense center, department or location to easily bill clients.	No Charge

*Premium Op Assisted toll-free rate applies if there are 25 or more attendees **or** one or more of the following enhanced services: polling, Q&A, communication lines or Call Monitor. Attendees are determined by the greater of the reservation or the final attendee count.

Enhanced Features

(Note charges):

Feature	Call Type	Charge	Description
Dial out to Participant	Reservationless Plus	Charged as additional participant	Leader can dial *1 to dial out to a participant during a call
Group Mute	Reservationless Plus Operator Assist	No Charge	Leader can mute and un-mute the group by pressing *5
Automated Call Record	Reservationless Plus	Charged as additional participant/ Playback is charged at normal conference rates	Leader can dial *2 to begin/end call recording (announcement is made to all participants)
Q&A	Operator Assist	No Charge	A question and answer session is available for calls in which all lines are muted except the leaders.
Polling	Operator Assist	No Charge	Leader can survey participants by asking predetermined questions. A report shows responses by question and by participant.
Password	Operator Assist	No Charge	At the leader's request, participants must give a password to enter a conference.
Security	Reservationless Plus	No Charge	By pressing *7 the leader prevents anyone from entering the conference.

Additional Enhanced Features

Rate Code	Rate Type	Description	Deltacom Price	Billing Increments
P9	Post Conference Email	participant list/connection times	\$25	Per Occurrence
WF	Archived Extension	extension of recording after allotted 30 days	\$8	Per Occurrence
SF	Presentation Storage Fee	upload/storage of a presentation to site	\$8	Per Occurrence
WS	Reservationless-Plus live with Slides	Live audio in synch with slides on www.reservationless-plus.com or www.teleconferencingcenter.com	.15	60/60
WD	Reservationless-Plus Phone Playback	listen to Reservationless-Plus recording over the phone	0.15	USOC
WA	Reservationless-Plus Streamed Playback	listen to Reservationless-Plus recording over the web	0.15	USOC
VG	Reservationless-Plus Custom Greeting	customized greeting prompt	\$75	Per occurrence
VH	Reservationless-Plus Custom Greeting Setup Charge	customized greeting prompt	\$500	Per Occurrence
P1	eResless-Plus Ports 1-25	port charge	\$0	Per Occurrence
P3	eResless-Plus Ports 26-50	port charge	\$0	Per Occurrence
P4	eResless-Plus Ports 51-75	port charge	\$0	Per Occurrence
P5	eResless-Plus Ports 76-100	port charge	\$0	Per Occurrence
P6	eResless-Plus Ports 101-125	port charge	\$0	Per Occurrence
RCC1	Reservationless-Plus Crisis Connect (1 - 25 Ports)	port charge	\$0	Per Occurrence
RCC2	Reservationless-Plus Crisis Connect (26 - 50 Ports)	port charge	\$0	Per Occurrence
RCC3	Reservationless-Plus Crisis Connect (51 - 75 Ports)	port charge	\$0	Per Occurrence
RCC4	Reservationless-Plus Crisis Connect (76 - 100 Ports)	port charge	\$0	Per Occurrence
RCC5	Reservationless-Plus Crisis Connect (101 - 125 Ports)	port charge	\$0	Per Occurrence

**All Reservationless-Plus recordings are charged at the Reservationless-Plus rate.

ENCORE

Rate Code	Rate Type	Description	Deltacom Price	Billing Increments
EN	Encore Minimum Adjustment	encore is at standard rate or a daily minimum of per day (A line charge to provide the recording during the call is added at the Operator Assisted rate)	OA rate w/ \$20 min	60/60 per minute; Minimum Per Day
EM03	Encore Edits	edits to a recorded conference before placing on Encore	\$30	Misc. / One time fee
EP	Encore Digital Recording Studio	Record, review and edit an audio message by dialing into the Encore recording system and using the telephone keypad to enter commands. (Usage based on Op Assist 800 Rate)	\$75	Misc. / One time fee
EP	Encore Emporium Set-Up Charge	Organize a "menu of recordings" (from Encore) that can be accessed from one toll-free number. (Usage based on Op Assist 800 rate)	\$75	Misc. / One time fee
EP	Encore Plus Set-Up Charge	Enables customers to obtain participant feedback in the form of numeric polling responses (i.e. surveys or quizzes). Recorded questions with multiple choice answers can be inserted at the beginning or end of an Encore recording. (Usage based on Op Assist 800 rate)	\$75	Misc. / One time fee
EC	Encore Program Change	restart of an encore within 30 days of end date	\$30	Misc. / One time fee
ET	Encore SM Reports	Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24-hour notice required <u>Level I - up to 3 pieces of information:</u>	\$40	Misc. / One time fee
ET02	Encore SM Reports	Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24 hour notice required <u>Level II - up to 7 pieces of information:</u>	\$80	Misc. / One time fee
ET03	Encore SM Reports	Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24 hour notice required <u>Level III - up to 7 pieces of info + 25 word comments:</u>	\$95	Misc. / One time fee

Conference Taping

Rate Code	Rate Type	Description	Deltacom Price	Billing Increment
TA	Taping	calls can be recorded on cassette or micro cassette (maximum of 49 per conference may be produced at one time)	\$10/tape	Misc. / One time fee
DT	Digital Tape	calls can be recorded on a digital audio tape (maximum of 49 per conference may be produced at one time)	\$30	Misc. / One time fee
CB	CDA	calls can be recorded on CD or D.A.T. (maximum of 24 CDs per conference may be produced at one time)	\$40	Misc. / One time fee
CM	CD Indexing	segmenting recordings on CD so they are separated as requested (topic, recording, etc)	\$80	Misc. / One time fee
CJ	WAV	calls can be recorded on CD in WAV format (maximum of 24 CDs per conference may be produced at one time)	\$40	Misc. / One time fee
CK	MP3	calls can be recorded on CD in MP3 format (compressed WAV file) maximum of 24 CDs per conference may be produced at one time	\$40	Misc. / One time fee
S1	Media Shipping: Domestic-Standard	shipped domestic standard	\$15	Misc. / One time fee
S2	Media Shipping: Domestic-Priority Overnight	shipped priority overnight	\$30	Misc. / One time fee
S3	Media Shipping: International Priority	shipped International Priority 2-3 days	\$60	Misc. / One time fee

Conference Participant List

(20-characters per field max)

Rate Code	Rate Type	Description	Deltacom Price	Billing Increments
FC	Facts Complete-Standard	report of participant name and line time	\$25	Misc. / One time fee
F1	Facts Complete - Enhanced	report of participant name, line time, phone # and 2 pieces of add'l information	\$40	Misc. / One time fee
F2	Facts Complete - Premium	report of participant name, line time, phone # and 4 pieces of add'l information	\$55	Misc. / One time fee
DP	Diskette Participants List	facts complete sent in diskette format instead of email or fax	\$35	Misc. / One time fee

Broadcast

Rate Code	Rate Type	Description	Deltacom Price	Billing Increments
EB	E-Mail Broadcast	e-mail sent to multiple locations simultaneously, includes a single attachment at no charge	\$.28/ email & \$.07/ attachment/ email	Per occurrence
VB	Voice Broadcast	message sent to multiple locations simultaneously-no charge if used with an Operator Assisted call	0	
ES	Easy Send/Fax Broadcast	document sent to multiple locations simultaneously	\$.35/ page/ fax	Per occurrence

Transcription

Rate Code	Rate Type	Description	Deltacom Price	Billing Increment
TH	Transcription Regular	transcribed on email, fax or hard copy w/diskette with 48 hour turnaround time	\$55/ 15 minutes	Per occurrence
TE	Transcription Priority	transcribed on email, fax or hard copy w/diskette with 24 hour turnaround time	\$65/ 15 minutes	Per occurrence
TU	Transcription Express	transcribed on email, fax or hard copy w/diskette with 12 hour turnaround time	\$75/ 15 minutes	Per occurrence
TRUSH	Transcription Rush	transcribed on email, fax or hard copy w/diskette with 3 hour turnaround time	\$100/ 15 minutes	Per occurrence
TQA	Transcription - Q&A Session Only	transcribe Q&A session only, and not entire call	\$30/ session	Per occurrence
ET04	Transcription Cancellation Fee	applies if call is not canceled at least 15 minutes prior to start time	\$30	Per occurrence
TV	Transcription Translation	translation of transcription	\$0.55/min	Per occurrence

Miscellaneous

Rate Code	Rate Type	Description	Deltacom Price	Billing Increment
AJ	Approved Participant List	requires each participant to be validated against a list of approved participants before joining call	\$2.50	Per occurrence
AF	Automated Reservation Fee	fee associated with making a reservation over the phone for the Automated Meet Me service	\$7.50	Per occurrence
CF	Cancellation Fee	scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)	\$2.50	Per occurrence
CFAM	Cancellation Fee Automated Meet Me	scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)	\$2.50	Per occurrence
CFDE	Cancellation Fee Direct Event	scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)	\$2.50	Per occurrence
CFOA	Cancellation Fee Operator Assisted	scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)	\$2.50	Per occurrence
8 or P8	Communication Line	Leader communicates with the Operator outside of the main conference on a separate communication line.	\$0.30	60/60
C5	Conf Cassette Playback	live feed of a cassette recording into a live audio conference	\$85	Per occurrence
C4	Conf CD Playback	live feed of a CD recording into a live audio conference	\$85	Per occurrence
C7	Conf DAT Playback	live feed of a DAT recording into a live audio conference	\$85	Per occurrence
C8	Conf Encore Playback	live feed of an encore recording into a live audio conference	\$85	Per occurrence
C6	Conf Micro Cassette Playback	live feed of a micro cassette recording into a live audio conference	\$85	Per occurrence
CP	Consecutive Interpretation Japanese	conversion of spoken word into another language, immediately after it is spoken (Japanese)	\$6.00/min	Per occurrence
CS	Consecutive Interpretation Other Languages	conversion of spoken word into another language, immediately after it is spoken (other languages)	\$4.50/min	Per occurrence
SP	Simultaneous Interpretation Japanese	conversion of spoken word into another language, simultaneously as it is spoken (Japanese)	\$9.00/min	Per occurrence
SS	Simultaneous Interpretation Other Languages	conversion of spoken word into another language, simultaneously as it is spoken (other language)	\$7.50/min	Per occurrence
DM	Dynametrics Boxes	adapter for connecting your computer to your phone, used in recording web conferences	\$200	Per occurrence
IV	International Voice Broadcast	Message sent to multiple international locations simultaneously	\$3.50	Per occurrence
IF	International Fax Broadcast	Message sent to multiple international locations	\$3.50	Per occurrence

Rate Code	Rate Type	Description	Deltacom Price	Billing Increment
		simultaneously		
LD	LeaderView Participant Downloads	download "optional" attendee list in .CSV file format	\$15.00	Per Occurrence
L1	Leader View Standard Level	web application that displays a private, real-time view of participant information	\$200.00	Per occurrence
NS	No Show Fee	Per participant charge for no shows on operated assisted conferences greater than 24 participants with a 10% buffer.	\$2.50/line	Per Occurrence
ED	PR Distribution	a customers Investor Relations call will be distributed to specific Investor Relations websites, media outlets, and investment companies	\$150	Per Occurrence
M2	Promo Cassette Playback	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide	\$100	Per Occurrence
M1	Promo CD Playback	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide	\$100	Per Occurrence
M4	Promo DAT Playback	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide	\$100	Per Occurrence
M5	Promo Encore Playback	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide(\$20 Encore fee applies if Encore used as playback method + line fee at Op Assist 800 rate)	\$100	Per Occurrence
M3	Promo Micro Cassette Playback	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide	\$100	Per Occurrence
PM	Promo Tape	allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide	\$100	Per Occurrence
8 or P8	Sub conference	Pre-selected participants and/or Leader can talk together in a sub-conference without Participants in the main conference hearing them.	\$0.30/min or \$0.35/min	60/60
VT	Voice Talent	trained operators provide voice-over quality talent to add professionalism to a call	0	

International Audio Conferencing Rates

Dial-Out allows the leader to have participants dialed out to and joined to the conference. Any dial out leg of a conference shall be charged based on the target location of the dial out at the applicable Audio Conferencing Services Contiguous US rate listed below. If a country is not listed in the surcharge table the Standard International Rate (I) of \$1.50 per minute will be assessed.

Intl. Surcharges Country	Deltacom Dial Out Price	Deltacom ITFS Op Asst Price	Deltacom ITFS Res Plus Price	Billing Increment
All Locations not listed in the Chart	1.50			60/60
Argentina	1.90	0.80	0.65	60/60
Australia	1.55	0.45	0.30	60/60
Austria	2.16	1.06	0.91	60/60
Bahamas	2.09	.99	0.84	60/60
Belgium	1.69	.59	0.44	60/60
Brazil	1.78	.68	0.53	60/60
Chile	1.86	.76	0.61	60/60
China	2.30	1.20	1.05	60/60
Columbia	3.22	2.12	1.97	60/60
Costa Rica	1.93	.83	.68	60/60
Cyprus	1.59	.49	.34	60/60
Czech Republic	2.17	1.07	.92	60/60
Denmark	1.69	.59	0.44	60/60
Dominican Republic	2.32	1.22	1.07	60/60
Fiji	3.30	2.20	2.05	60/60
Finland	2.66	1.56	1.41	60/60
France	1.68	.58	0.43	60/60
Germany	1.55	.45	0.30	60/60
Greece	1.60	.50	0.35	60/60
Hong Kong	1.61	.51	0.36	60/60
Hungary	1.90	.80	0.65	60/60
Iceland	1.78	.68	0.53	60/60
India	1.81	.71	.56	60/60
Indonesia	1.86	.76	0.61	60/60
Ireland	2.51	1.41	1.26	60/60
Israel	1.75	.65	0.50	60/60
Italy	2.41	1.31	1.16	60/60
Jamaica	2.37	1.27	1.12	60/60
Japan	2.37	1.27	1.12	60/60
Latvia	2.79	1.69	1.55	60/60
Lithuania	1.90	.80	0.65	60/60
Luxembourg	1.71	.61	0.46	60/60

Intl. Surcharges Country	Deltacom Dial Out Price	Deltacom ITFS Op Asst Price	Deltacom ITFS Res Plus Price	Billing Increment
Macau	1.81	.71	.56	60/60
Malaysia	1.61	.51	0.36	60/60
Mexico	2.00	.90	0.75	60/60
Monaco	1.53	.43	.28	60/60
Netherlands	1.57	.47	0.32	60/60
New Zealand	1.58	.48	0.33	60/60
Nigeria	2.38	1.28	1.13	60/60
Norway	1.65	.55	0.40	60/60
Panama	1.76	.66	.51	60/60
Peru	1.79	.69	.54	60/60
Poland	1.81	.71	0.56	60/60
Portugal	1.71	.61	0.46	60/60
Russia	1.74	.64	0.49	60/60
Singapore	1.55	.45	0.30	60/60
South Africa	2.37	1.27	1.12	60/60
South Korea	1.62	.52	0.37	60/60
Spain	2.32	1.22	1.07	60/60
St Kitts/Nevis	2.18	1.08	0.93	60/60
Sweden	1.67	.57	0.42	60/60
Switzerland	1.69	.59	0.44	60/60
Taiwan	2.14	1.04	0.89	60/60
Thailand	1.89	.79	0.64	60/60
Trinidad	2.32	1.22	1.07	60/60
Tobago	2.32	1.22	1.07	60/60
Turkey	2.04	.94	0.79	60/60
United Kingdom	1.55	.45	0.30	60/60
Venezuela	2.32	1.22	1.07	60/60
Virgin Islands-US	1.55	.45	0.30	60/60

Data Conferencing Pricing

Standard Pricing

All conferences are billed in full minute increments.

Meeting Visuals	\$0.30 per minute/per participant
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Standard Features

Support for Microsoft PowerPoint Animation and Transitions	Share multiple PowerPoint presentations in a single meeting, with support for animation and slide transitions. Multiple presentations can be uploaded ahead of time for quick access.
Document Sharing	View multiple presentations, documents or graphics without uploading the files to a server. The Meeting Visuals Vector format allows for high resolution, multi-level zooming and annotation capabilities.
Multimedia Content sharing	Play back multimedia objects (such as Flash and streaming video and audio). Incorporate streaming multimedia from any website in your meeting.
Application Viewing	Show any business-critical desktop application, without uploading files to a server. Present any application remotely, enhancing the effectiveness of live demos and team meetings.
Application Sharing and Desktop Collaboration with Remote Control	Share anything on your desktop with an audience member to instantly solve customer support issues, conduct more effective live demos, and streamline project meetings.
Chat	Chat between participants and the conference leader or between participants can be enabled.
White Boarding	Leader and participants can draw on a virtual white board. Color-coding can be used to identify individual participants.
File Transfer	Pass documents for download to participants during a meeting. You can even verify receipt of specific files.
Video Integration	Incorporate real-time videoconferencing into your meeting using any desktop webcam. Stream video from a VCR, DVD player or camcorder into your meeting.

Standard Features – continued

Record, Edit and Playback	Record an entire meeting or any desktop application for later reference, training purposes or demos. Recorded sessions can even be edited in preparation for playback. Once saved, participants can view and listen to the archive offline.
Co-Leader Control	The leader of the data conference can share control of the presentation with any participant. This enables multiple, remote participants with the ability to present during the meeting.
On-line Polling	Polls can be conducted between all or select participants on-line with results calculated and provided instantly.
Web-Browsing and Web Tours	The leader can allow web browsing or conduct web tours guided from his/her PC.
On-line Registration	Pre-determined registration formats can be enabled for participants to complete prior to, or after the meeting.
Pass Code Option	The leader can enable participants to enter a pass code upon entering the meeting.
Security	Support for SSL encryption enables you to securely conduct interactive meetings with even the most confidential information.

Additional Data Conferencing Features

Rate Code	Rate Type	Description	Deltacom Rate	Billing Increment
MV104 /MC11	MV Dedicated Leader Support (Office Hours)	Dedicated technician monitors meeting throughout its entirety (during office hours)	\$200	Per Occurrence
MV105 /MC12	MC Dedicated Leader Support (non-Office Hours)	Dedicated technician monitors meeting throughout its entirety (outside office hours)	\$300	Per Occurrence
MV101 /MC52	MV Dedicated Leader Support with Archive Creation (Office Hours)	Dedicated technician monitors meeting throughout its entirety and records the web and audio portion on behalf of the presenter (during office hours)	\$450	Per Occurrence
MV102 /MC53	MV Dedicated Leader Support with Archive Creation (non-Office Hours)	Dedicated technician monitors meeting throughout its entirety (outside office hours)	\$550	Per Occurrence
MC10 2	CD of Archive	CD of 1 archived web conference	\$75	Per Occurrence