

On-Demand Conference Calling Service

Frequently Asked Questions

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1. Who can benefit from a conference calling service?

Voice conferencing can be a useful communication tool for anyone who would like a convenient, easy way to communicate with groups of 2 or more persons in any location. This service is perfect for:

- Businesses
- Schools
- Telecommuters
- Community & Social Organizations
- Churches
- Event & Fundraiser Organizers

2. What are the benefits to conference calling compared to location-specific meetings?

- Increase meeting attendance with convenient access
- Communicate more effectively, and more often
- Control the meeting agenda and participants involvement
- Record and share the conference with others
- May eliminate need for conference room/facilities upkeep or rental
- Save time, money and gas when not traveling to a meeting location
- Save money on hosting refreshments/food
- Who can benefit from conference calling service? Persons, social organizations or businesses who would like to communicate to a larger group than a 3-Way Call can handle.

3. Is this a calling feature on my phone?

This service is not programmed on the phone line. This is a “Cloud service” where you can access the online portal from a compatible internet access device with service, then dial-in from anywhere from any phone.

4. How does it work?

a) Set-up your call in the web portal administrator

You can instantly set-up a conference with an internet access device with available Internet connectivity. Cloud service is not location specific to you or to the attendees. This is an on-demand service so there is no reservation required and no middle party scheduling.

- Access the portal from www.goponderosa.com and click on the big button with the phone icon/labeled Voice Portal. Login using your 10-digit phone number and account password. Detailed instructions can be found at: www.goponderosa.com/usemyfeatures.pdf
- Establish your administrator passcode
- Establish conference ID and dial-in number
- Set parameters for the call; i.e. mute attendees, hear beeps when callers enter and exit and end conference when administrator leaves

b) Communicate conference details

- Use your email account or other tools to communicate conference to the attendees. Include reason for the conference, date, time, dial-in number, conference code

c) Access the conference

- *From any phone, from anywhere*
- Conference starts when the administrator calls in and enters their passcode
- Administrator access to the web portal is not required to conduct the conference

d) Administer the active call from the web portal administrator

- *This is optional, however, highly recommended for the fullest experience*
- See active participant phone numbers
- Monitor, mute, disconnect and control volume on participants individually
- Record conference and download audio file to archive or to distribute to others

5. Is there a subscription charge or a commitment required?

- There is no monthly subscription charge or commitment. The account holder (you) will pay just \$0.03 per minute per active line when you use the service. There is a standard one-time \$10 activation charge for the new service set-up.

6. Is there a toll-free dial-in number available for call participants?

- There is no toll-free number at this time. We have chosen local dial-in access which allows us to offer you, our customer, a lower per-minute rate to access the service; the participants are responsible for paying for their own customary toll call charges, if applicable.

7. Why should I choose Ponderosa On-Demand Conferencing over other conferencing services?

- We're a familiar vendor and you already know how to do business with us
- We're experienced at delivering quality, reliable services you can trust
- One-touch customer care for all your communication services
- You'll have one-bill convenience; charges will appear on your Ponderosa statement
- Instant access to all your self-service communication options from our home page on goponderosa.com
- You remain in complete control of this on-demand service
- Competitive rates, no subscription charge or commitment to use the service. You incur charges only when you use it.
- We're local. Supporting local business, in turn, supports the local economy.

8. Can a conference recording be accessed after a live call?

Yes. The web portal has a recording feature, and when recording is activated by the administrator, produces an audio file. This file can be downloaded to the administrator's computer and distributed to others via email or placed on a web page, a shared server or another place the administrator chooses.