# Phone Conferencing using ITS and/or AT&T

Information Technology Services (ITS) offers several ways for USC faculty and staff to place conference calls. These options include three-way calling, monthly and per-minute services through ITS, and international conference call capability through AT&T. In additions to phone conference lines, ITS also provides rentals of conference phones.

## Options:

- Basic Three-Way Calling: Basic three-way calling allows you to participate in a phone conference call with up to two other callers. Three-way calling is available from all phones provided by ITS which is free of cost. For information on using basic three-way calling on your ITS-provided telephone set, choose your phone model from the Phone Sets page or contact the Communications Services Group at 213-740-3814.

- ITS-provided Phone Conferencing: Phone conferencing for up to 12 participants within the United States. To request ITS-provided phone conferencing services, see the ITS Phone Conferencing page to choose the right phone conferencing plan for you and then fill out the online Communication Service Request (CSR) (USC Login Required). For additional assistance, please call the AT&T teleconferencing help desk at 800-526-2655.

- AT&T Phone Conferencing: ITS offers an AT&T reservationless phone conferencing service that can connect up to 125 participants around the world. To register for the AT&T phone conferencing service, please see www.teleconference.att.com/register or contact the ITS Communications Services Group at 213-740-3814.

# ITS Phone Conferencing

## Plans offered by ITS:

- Plan A

  1. A one-time set up fee
  2. A flat-rate, monthly fee with no usage charges
  3. One conference phone number
  4. One conference password that is used for both the host and the participants
  5. Accessibility from both on and off campus
  6. Support for up to 6 participants, including the host

- Plan B

  1. No set up fee
  2. Two ways to pay for the conference call, caller-paid and toll-free
  3. Two conference passwords: a chair password for the conference call organizer and a conference password for the call participants.
  4. Support for calls made within the U.S., including Hawaii and Alaska on toll-free calls
  5. Support for domestic and international calls on caller-paid calls
  6. Support for up to 12 participants, including the hosts

- Both plans have

  1. A reservation-free call-in system that does not require operator assistance
  2. 24 hour a day, 7 day a week accessibility

For documentation on using ITS phone conferencing (Plan A), see Instructions for Plan A ConferenceCalls.

For documentation on using ITS phone conferencing (Plan b), see Instructions for Plan B Conference Calls.

For additional assistance using either of these plans, call the ITS Communications Services Group at 213-740-3814.

## Pricing:

*Plan A*

- $11 one-time setup fee
- $5/month for unlimited usage

*Plan B*

Your department will be given two phone numbers to use: a caller-paid number and a toll-free number.

For caller-paid calls, the caller pays for the phone call but not the fee for the conference call. For toll-free calls, the conference organizer pays for both the phone call and the fee for the conference call. Conference call fees are listed below:

- $.02 per minute for caller-paid calls (213-xxx-xxxx)
- $.03 per minute for toll-free calls (888-488-3171)

# AT&T Phone Conferencing

ITS offers an AT&T reservationless phone conferencing service that is easy to use and eliminates the need to schedule the conference call each time you want to use it. The AT&T service also offers global, toll-free access in many countries and cost savings compared to some of the other major carriers.

## Features

- Up to 125 participants
- National and international calling capabilities. (Calls can be made within the U.S., (including Hawaii and Alaska) Canada, Mexico, and 49 additional countries). Please see the list of countries list below.
- Two permanent dial-in phone numbers (caller-paid and toll-free)
- Two permanent codes: a code for the host and a code for participants
- A mute all participants option (host only)
- A record conferences option (additional charges apply)

- Click here to download the AT&T Reservationless Phone Conferencing Registration Guide for USC Users.
- For additional assistance, please call the AT&T teleconferencing help desk at 800-526-2655.

## Pricing

For caller-paid calls, the caller pays the fee for the phone call but not the conference call. For toll-free calls, the conference organizer pays the fee for both the phone call and the conference call. Conference-call fees are listed below.

- 2.3 cents per minute for caller-paid calls (plus taxes and surcharges)
- 2.5 cents per minute for toll-free calls (plus taxes and surcharges)

NOTE: Conference organizers are strongly advised to not use Operator Dial Out to pay for a participant's call as fees for this service can range from $7 to $22 per minute.