

## OTN Premium Services - Features, Benefits and FAQ

Service	Features	Benefits
<b>OTN Managed Videoconference Services</b>	<ul style="list-style-type: none"> <li>• Dedicated Customer Service Specialist</li> <li>• Pre-planning</li> <li>• Studio &amp; System Scheduling</li> <li>• Preparation of Presenter/Moderator</li> <li>• Promotion On Learning Centre</li> <li>• Service Desk Support (7:00AM - 7:00PM EST.)</li> <li>• Live Operator Setup (call launch)</li> <li>• Audio Line</li> </ul>	Access full service planning, promotion and support for your education events and meetings.
<b>Inter-network Connections</b>	<ul style="list-style-type: none"> <li>• Connections between OTN and non-OTN studios and networks</li> </ul>	Expand the reach of your videoconferencing nationally, internationally and to other networks.
<b>Webcasting</b>	<ul style="list-style-type: none"> <li>• Record and stream videoconferencing to the web</li> <li>• Live</li> <li>• Archived</li> <li>• Ask a Question feature</li> </ul>	Increase access to your videoconferences for those who can't access a studio or those with time conflicts. Add interactivity with the <i>Ask a Question</i> feature. Webcasting is offered free of charge to OTN Members.

### FAQs

#### OTN Managed Videoconference Service

**Q: What is the OTN Managed Videoconferences service?**

**A:** A full service event planning, promotion and support package with a dedicated Customer Service Specialist. Events can be promoted using OTN's Learning Centre. A poster template can be used to distribute event details across the Network. A live operator will launch your call on the day of the event. Your dedicated Customer Service Specialist will guide you through the steps to help you stage a successful event.

**Q: When would I choose OTN Managed Videoconferences?**

**A:** OTN Managed Videoconferences is useful when you don't have all the details or if you require help to put it all together. OTN has event planning experts with detailed knowledge that can help you manage what can be a complex process that will save you time and money. Fees are applicable for this Premium Service.

**Q: I am a Member. What if I would like to plan, promote and support the event myself, but I just need help getting started?**

**A:** OTN provides access to Ncompass (our Scheduling tool) and training through our e-Training portal which enables self-service event coordination. Members may also call upon one of our OTN Customer Service Specialists, to coach them through coordinating their event, at 1-866-454-6861 or ask their Regional Manager for more details.

**Q: What if I have an event that requires both OTN Managed Videoconferences and connections to other networks or non-Member systems?**

**A:** These connections are included in the OTN Managed Videoconference Service. Long distance charges, studio rental fees and site certification fees may also apply.

**Q: I am not an OTN Member and would like to purchase perhaps 5 or 10 events per year. Can I get a discount?**

**A:** Information on OTN's Annual Bundle Discount Rates is available at "OTN Premium Services - Annual Bundles" on OTN's website at [www.otn.ca](http://www.otn.ca)

**Q: I am not an OTN Member and I want to purchase large volumes of OTN Managed Videoconference services. Can I get a discount?**

**A:** Information on OTN's Annual Bundle Discount Rates is available at "OTN Premium Services - Annual Bundles" on OTN's website at [www.otn.ca](http://www.otn.ca). If you would like to purchase additional volumes, please contact [information@otn.ca](mailto:information@otn.ca)

**Q: What can I expect with Live Operator Setup?**

**A:** Live Operator Setup includes setting up your event during the 15 minute pre-test time. During this pre-test time a live operator will join and monitor your videoconference to ensure your sites are connected, perform an audio & video quality check and test any power point slides. The Operator can also answer any questions you may have.

## Inter-network Connections

**Q: What is the Inter-network Connections service?**

**A:** It is a connection between OTN and non-OTN studios and networks. This usually involves, connecting with non-Members which requires 3rd party connection bridging and support services. Simply provide OTN with all of your IP Gateway and/or ISDN connection details and OTN will connect you. Fees apply for this Premium Service.

**Q: I am not an OTN Member. What if I would like to plan, promote and support the event myself, but I just need help getting started?**

**A:** OTN offers an Inter-network Connections service to non-Members. Please complete the [Inter-Network Connections Request Form](http://otn.ca/en/members/resource-library), available at <http://otn.ca/en/members/resource-library>, and send to the Contact Centre at [customerservice@otn.ca](mailto:customerservice@otn.ca). Alternatively, you may opt for the OTN Managed Videoconference service which provides full assistance in managing your entire event for a fee. More details about this service is available from OTN's Contact Centre at [customerservice@otn.ca](mailto:customerservice@otn.ca).

**Q: What information do I need to provide for Inter-network Connections services?**

**A:** OTN has a form to guide your planning for non-Member connections. Complete the form and email it to [customerservice@otn.ca](mailto:customerservice@otn.ca).

**Q: I am not an OTN Member. I want to purchase Inter-network Connections services. Can you supply me with a list of OTN TMCs?**

**A:** OTN does not distribute Member contact information. However, a site locator resource can be found on the About OTN page at [www.otn.ca](http://www.otn.ca). Please consider using the OTN Managed Videoconference service, which provides full event coordination including booking studios or sites for Members and non-Members, for a fee.

**Q: What's the maximum # of IP Gateway calls that can participate at any given time in an event?**

**A:** The total number of IP Gateway systems that can participate in any combination of calls is 50.

**Q: Where can I find pricing for Inter-network Connections?**

**A:** Pricing is available at <http://otn.ca/en/services/contact-centrescheduling>.

**Q: What is the certification fee waiver?**

**A:** \$50 certification fee applies for each system certification. However, OTN will waive the fees for existing certified systems when they transition to IP.

**Q: How long is a certification valid for?**

**A:** Certification is valid for six months after the last certification date **or** last Inter-Network Connection.

## Webcasting

**Q: What exactly is a webcast?**

**A:** A webcast is a videoconference captured by a recorder and streamed to the web. Participants can join live or archived webcasts from their computer, eliminating the need to travel to a studio or potential scheduling conflicts. To learn more, visit our Webcasting Centre at <http://webcast.otn.ca>.

**Q: What is the webcast 'Ask a Question' feature?**

**A:** By clicking an icon, participants can send questions, comments or attendance to the event host email address. This helps increase inter-activity with live participants.

**Q: How do I request these services?**

**A:** If you are an OTN Member who self-schedules, complete the Webcast Request form in Ncompass or call 1-866-454-6861 or email the Contact Centre at [customerservice@otn.ca](mailto:customerservice@otn.ca) with your webcast request.