



OPERATING GUIDELINE

TELECONFERENCE ACCOUNT

I. OBJECTIVE

To describe the responsibilities and procedures for the use of the MARSQA Toll-Free Teleconference account provided through Society of Quality Assurance (SQA).

II. RESPONSIBILITIES

- A. The toll-free line incurs a charge to the Chapter per minute per caller. (The call is free for the individual participant calling into the conference.) This teleconference service allows for local and international participants to call in for free. This line will accommodate up to 150 callers and can also be integrated with the webinar service.
- B. Leader Pin information, necessary for the conduct of a teleconference, shall be provided to the President, Vice President, Past President, Secretary and Treasurer (Executive Officers) of MARSQA. This information should be kept confidential in order to prevent use of the teleconferencing account by unauthorized users.
- C. At the discretion of the Board of Directors, the teleconferencing account may be made available to the various MARSQA committee chairs for use in conducting the business of the committees.
- D. For all conference calls contact SQA Headquarters ahead of time to reserve the line to ensure there are no scheduling conflicts.
- E. This service is billed to the Chapter upon usage. The Treasurer is responsible for ensuring that the bills for this service are paid in a timely manner to avoid possible discontinuation of the service.
- F. If a call will include international callers, contact chapters@sqa.org for call in information and charges.

III. PROCEDURES

- A. Teleconferencing (voice instructions are given by the system when dialing into a teleconference. Teleconference participants and the leader should follow the appropriate voice instructions). MARSQA is charged a rate/minute/line connected to a teleconference. Participants in a teleconference from the same company should dial in together from one phone line whenever possible.
- B. Instructions for Committee use of account:
1. Committee Chairperson must contact Treasurer and one other MARSQA Officer (President, Vice President, Past President and Secretary) at least one week prior to proposed use of the account.
 2. Requestor must provide the date, time and approximate length of the scheduled teleconference.
 3. The requestor will receive the necessary dial-in access information at least one day prior to the scheduled date.
- C. General Instructions:
1. Participants in a teleconference will need the dial in number and the conference code (listed below). This information should be provided to the participants whenever a teleconference is set up. If there are problems encountered before or during a teleconference, contact SQA.

a) Dial in number: 1-888-684-2443
b) Conference code: 4532615272, followed by a #
c) Customer Service: contact SQA at Chapters@sqa.org
or at 1-434-297-4772
 2. The teleconference leader (usually the President or Committee Chair) will need to enter the leader pin number in order to start the teleconference. Participants can dial in at any time however they will be placed on hold until the leader enters the pin number. The teleconference ends and all participants will be disconnected when the leader disconnects from the conference.
 3. Use*6 / #6 to Mute/Unmute individual line. Each participant can mute/unmute their own line if their phone does not have a mute function
- D. Tips for a Successful Conference Call
1. Try to find a quiet location where you will not be disturbed and try to minimize background noise.

2. Electronic devices (such as Blackberries or cell phones, laptops, etc.) can interfere with line quality if located too close to the phone. If possible, turn them off or place such items away from the phone you are using for the conference call.
3. When entering your conference code and/or leader PIN, do not press the keys too quickly – this will enable the system to ‘read’ them most effectively.
4. If you are conducting a call using a conference room phone, microphone or speakerphone, be aware of the location of the phone/microphone at all times and speak directly into the device to ensure the best possible audio quality and volume.