

Event Enhanced Services Information

Transcription

Turnaround time begins one hour after the call has ended. This allows a window for our operators to ensure the file is loaded into the appropriate system. Turnaround time ends when the transcript is sent electronically.

- A conference that is under 4 hours in length and has ended by 4:00 pm CT will be processed and emailed within 24 hours of the next business day. For example, a 2-hour conference that has ended at 3:00 pm CT will be processed by 4:00 pm CT the next business day.
- A conference that is under 4 hours in length that has ended after 4:00 pm CT will have a processing start time of 8:00am CT the next business day. For example, a 2-hour recording that ended Tuesday at 5:30 pm CT will begin processing on Wednesday at 8:00 am CT and completed by Thursday at 8:00am CT.
- A conference that is over 4 hours in length may experience a delay. For specific dates/times please inquire with Customer Care.
 - NOTE: Saturdays, Sundays and U.S. Holidays are not calculated in the turnaround time. There are nine (9) U.S. holidays listed: New Year's Day; Thanksgiving and following day; Memorial Day; Christmas Eve; Fourth of July (observed); Christmas Day; Labor Day; New Year's Eve Day.

* Transcription is a service for Event only. If you need another call type transcribed, such as a reservationless call, please contact your account manager for a referral to a partner to have it processed.

* Any exceptions to the turnaround times must be pre-approved. Additional fees may apply.

* The times listed above are for English speaking calls to be transcribed in English. Additional languages may be available, additional fees may apply, and turnaround times will vary. Please work with Customer Care or your Account Manager for additional details.

Audio Bulletin Board

The Audio Bulletin Board is an on-demand digital replay service that allows a customer to listen to a conference call after the call has occurred. Audio Bulletin Board can start about one hour after the call has ended or as specified by the customer.

Transcription of Name Capture (Audio Bulletin Board Feature)

A chairperson can dial into the Audio Bulletin Board to hear the names of participants who have accessed the digital recording. We can also provide a transcribed list of those names. You can view the transcribed list in the Enhanced Services website at: <http://www.enhancedsrvcs.com>.

Names are captured as follows:

- All Name Captures left between 2:01 PM to 1:59 AM are electronically gathered at 2:00AM CT for processing.
 - They are scheduled for completion at 5:00 PM CT.
 - Some records may be posted at 5:00 AM, as we post information twice a day, but are not truly due until 5:00 PM CT.
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 - Some records may be posted at 5:00 PM, as we post information twice a day, but are not truly due until 5:00 AM.

.wav file downloads or .mp3 downloads

You can download a .wav or .mp3 file from the <http://www.enhancedsrvcs.com> site approximately 1 hour after the end of your Event call.

Note: Event Call Enhanced Services are provided on a best-effort basis; all times are approximate and are not guaranteed.

For additional questions around any of our services, please contact your account manager.
Thank you!