

## Audio Conferencing Service (ACS)

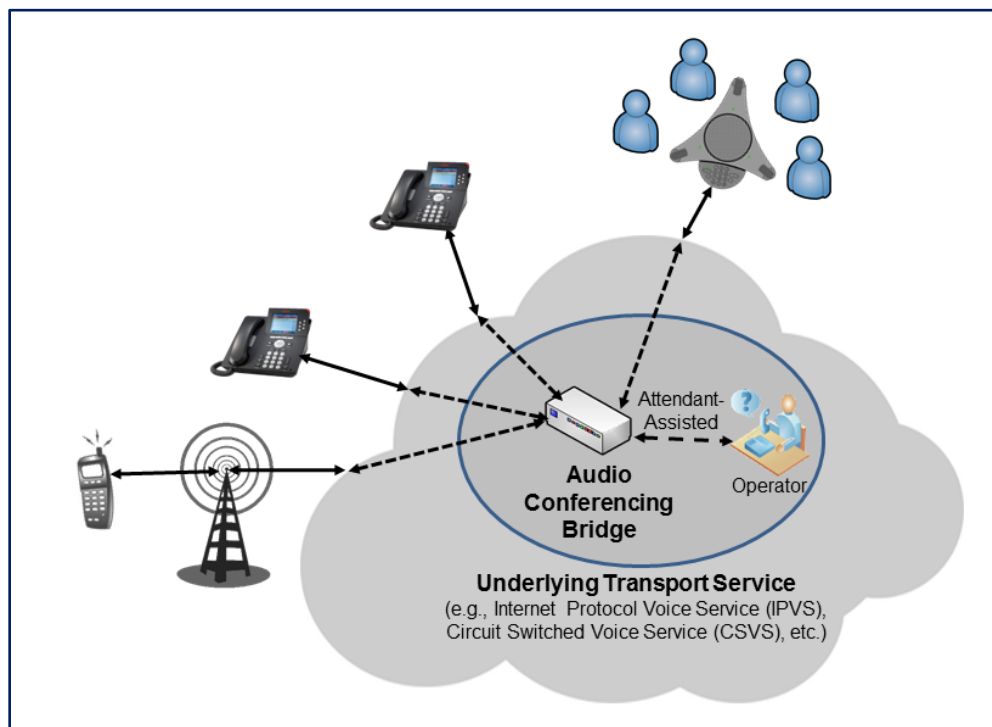
The EIS Audio Conferencing Service (ACS) enables three or more geographically dispersed users to participate in an audio conference call. The audio connection is typically provided by Internet Protocol Voice Service (IPVS), Circuit Switched Voice Service (CSVS), and/or cellular voice service. ACS includes a number of conveniences and optional functions that make it easy for users to set up and host conferences with or without attendant assistance.

**Category:** Managed Services

**Complementary Services Needed:** In order to use ACS, the agency would need one of the following EIS voice services or equivalent: IPVS, CSVS, or Managed Wireless Service (MWS).

**Definitions:** Please see EIS contract [Section J.12 Glossary of Terms](#) for clarification of technical terms and acronyms.

**Figure 1—The EIS Audio Conferencing Service enables conferences to be initiated by the user or an operator.**



## 1. Why an Agency Might Select this Service

The EIS Audio Conferencing Service offers a number of capabilities and features to facilitate quick and easy conferences:

- Audio conferences can be held with or without reservations.
- Conferences can be set up and controlled by the user or an operator.
- The preset conference function enables a user to activate a previously defined conference with associated conferees.
- Conferences can be enhanced with value-adding options such as encryption for sensitive discussions; recording and playback; and Spanish translations of conference transcripts. (See *Table 2* below for full list of optional features.)

## 2. Examples of How ACS Could be Used

- **With or Without Reservations:** Agency personnel can set up and hold conferences on-the-fly, as needed. During customer-hosted conferences, participants can join a call by dialing a designated number and authorization pass code. Alternatively, customers can schedule operator-assisted conferences up to one year in advance.
- **Preset Conference:** A host can use the Preset Conference function to activate a previously defined conference with associated conferees by dialing an access number followed by an authorization or pass code. Once activated, the system will attempt to connect all participants using the predefined list.
- **Multi-point Bridge:** Using the Multi-point Bridge function, a conference host can grant two-way conversation rights to specific conferees while limiting all other conferees to listen-only mode.
- **Optional Features:** Using the record and playback option, an agency can have a conference recorded for later playback. (See *Table 2* below for full list of optional features.)

### 3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on ACS, please refer to EIS contract [Section C.2.8.7](#).

**Table 1— ACS Technical Capabilities**

<b>Capability</b>	<b>Description</b>
<b>Multi-point Bridging Capability</b>	Support selective two-way or one-way conversations between conferencing ports (i.e., the host can enable a subset of conferees to participate in two-way conversation while limiting other conferees to listen-only mode). During a multi-point conference, the entrance or exit of a participant is indicated by a tone or verbal announcement.
<b>Conference Set-up Capability</b>	<ol style="list-style-type: none"> <li>1. <b>User-Controlled Conference:</b> Authorized users and users with a calling-card can establish a conference call by dialing a designated number to access the service. The following two automated modes of user-initiated conferencing capabilities are supported:               <ol style="list-style-type: none"> <li>a. <b>Meet-Me Conference:</b> Participants can join a conference by dialing a designated number and authorization/pass code at a predetermined time or as directed by the operator. For recurring meet-me conferences, participants can reuse the dial access number and authorization/pass code.</li> <li>b. <b>Preset Conference:</b> An authorized user can activate a previously- defined conference with associated conferees by dialing an access number followed by an authorization/pass code. Once activated, the system will attempt to connect the pre-designated participants using the predefined lists.</li> </ol> </li> <li>2. <b>Attendant-Assisted Conference:</b> A customer can request that an operator establish a conference. Conferees are able to call an operator during a conference for immediate attention, such as general assistance or adding or dropping participants.</li> </ol>
<b>Audio Conference Reservation System</b>	Enables conferences to be scheduled with our without operator assistance.
<b>Automatic Port Expansion</b>	Enables automatic expansion (without operator assistance) to additional ports for an in-progress conference beyond the reserved dial-in ports, as long as facilities are available.
<b>Conferee Tones</b>	Enable or disable conferee tone when a participant enters or exits a conference.
<b>Participant Count</b>	Provides number of conferees, and entry/exit notifications.
<b>Roll Call</b>	Enables the host to play pre-recorded names of all conference attendees.
<b>Attendant Assistance</b>	Available at any time during an audio conference.

**Table 2—ACS Features**

<b>Feature</b>	<b>Description</b>
<b>Audio Recording of Call</b>	Enables recording of conference call for later replay.
<b>Spanish Language Translation</b>	Provides language translation to English from Spanish for transcription of a pre-recorded audio conference.
<b>Language Translation</b>	Provides language translation into English from languages other than Spanish for transcription of a pre-recorded audio conference. <b>(NOTE: May not be available from all contractors.)</b>
<b>Moderator-led Q&amp;A</b>	Enables the host to selectively unmute callers and allow them to speak, e.g., to ask questions during the Q&A portion of a conference call.
<b>Participant List Report</b>	Enables on-demand request of a list of call participants.
<b>Password-protected Session</b>	Provides added security by requiring that attendees enter a password prior to joining the conference call.
<b>Download and replay a pre-recorded audio conference</b>	Enables download and replay of previously recorded conference.
<b>Transcription of Audio Call</b>	Transcribes the conference call for later review and/or distribution.
<b>Temporary Blocking</b>	Enables temporary blocking of call participants to remove a sub-set of participants/users from the conference.
<b>Secured Audio Conference</b>	Supports sensitive voice conferences with end-user encryption for discussions of a Controlled Unclassified Information (CUI) nature. <b>(NOTE: May not be available from all contractors.)</b>
<b>Operator Dial-out</b>	Enables the conference host to add a participant via an outbound call from the conference bridge.
<b>Executive Conference</b>	Conference requires professional moderator assistance with control of conference attendant functions.
<b>International Global Meet</b>	The feature provides in-country local access which is a non-North American toll number assigned to a specific country and bridge.
<b>Host Controls</b>	Conference host has the capability to control conference attendant functions.

## 4. Pricing Basics for ACS

Please visit the [EIS Resources Listing](#) and locate the [Basic EIS Pricing Concepts Guide](#) to gain an understanding of EIS pricing fundamentals.

### 4.1 Access Arrangements

Appropriate access arrangements must be selected for each endpoint. Please visit the [EIS Resources Listing](#) and locate the [Access Arrangements Guide](#) for more detailed information.

### 4.2 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location. NOTE: SRE uses catalog-based pricing.
- Request that contractor provide pricing for any SRE that would be required, in addition to the agency's existing infrastructure, to deliver the service.
- Please visit the [EIS Resources Listing](#) and locate the [Service Related Equipment Service Guide](#) for more detailed information.

### 4.3 ACS Price Components

NOTE: ACS allows an agency to use any underlying transport services such as CSVS, IPVS or cellular voice to provide connectivity. Charges for the underlying service and associated dial-in costs would be separately priced and would be in addition to the charges for ACS.

The price structure for ACS consists of the components shown in *Table 3* below.

**Table 3—ACS Pricing Components**

<b>Component</b>	<b>Charging Unit</b>
Reservations - Non Recurring Costs (NRC)	Per conference
Basic and Reservation-related Usage Fees	Per bridge per minute
Attendant Assisted Conference Fees	Per 15-minute increment
Feature Fees	Generally, billed per product, e.g., per translation, audio recording, participant list report, etc. Exception is Moderator-led Q&A, which is billed in 15-minute units.

Figure 2 below shows how the pricing components in Table 3 are combined to produce the total cost for an audio conference.

NOTE: The cost of underlying transport provided by services such as CSVS or IPVS would be separately charged.

**Figure 2—This figure shows how the various pricing components in Table 3 would be combined to calculate the total ACS charges. NOTE: One or more of these components may not be needed to price a particular service package.**



NOTE: A contractor may offer a custom variation of the service to meet an agency's unique requirements. Such a customization would be identified with a Task Order Unique CLIN (TUC), and would include charges that would have to be added to the items in Figure 2 to determine the total cost for the service.

The charges for the different components in Figure 2 are calculated using the CLINs listed in the pricing tables in EIS contract Section B.2.8.7 Audio Conferencing Service:

1. Reservation/Reservation-less Conferences (*Table B.2.8.7.3.2*)
2. Basic Usage (*Table B.2.8.7.2.2*)
3. Attendant Assistance (*Table B.2.8.7.4.2*)
4. Features (*Table B.2.8.7.5.2*)

The EIS ACS *Basic Usage Pricing Instructions Table* is shown below.

NOTE: The rows contain the service details needed to calculate all Basic Usage fees. (Please visit the [EIS Resources Listing](#) and locate the Basic EIS Pricing Concepts Guide for instructions on using the pricing tables to compute the cost of a service.)

**EIS contract table B.2.8.7.2.2—ACS Basic Usage Pricing Instructions Table**

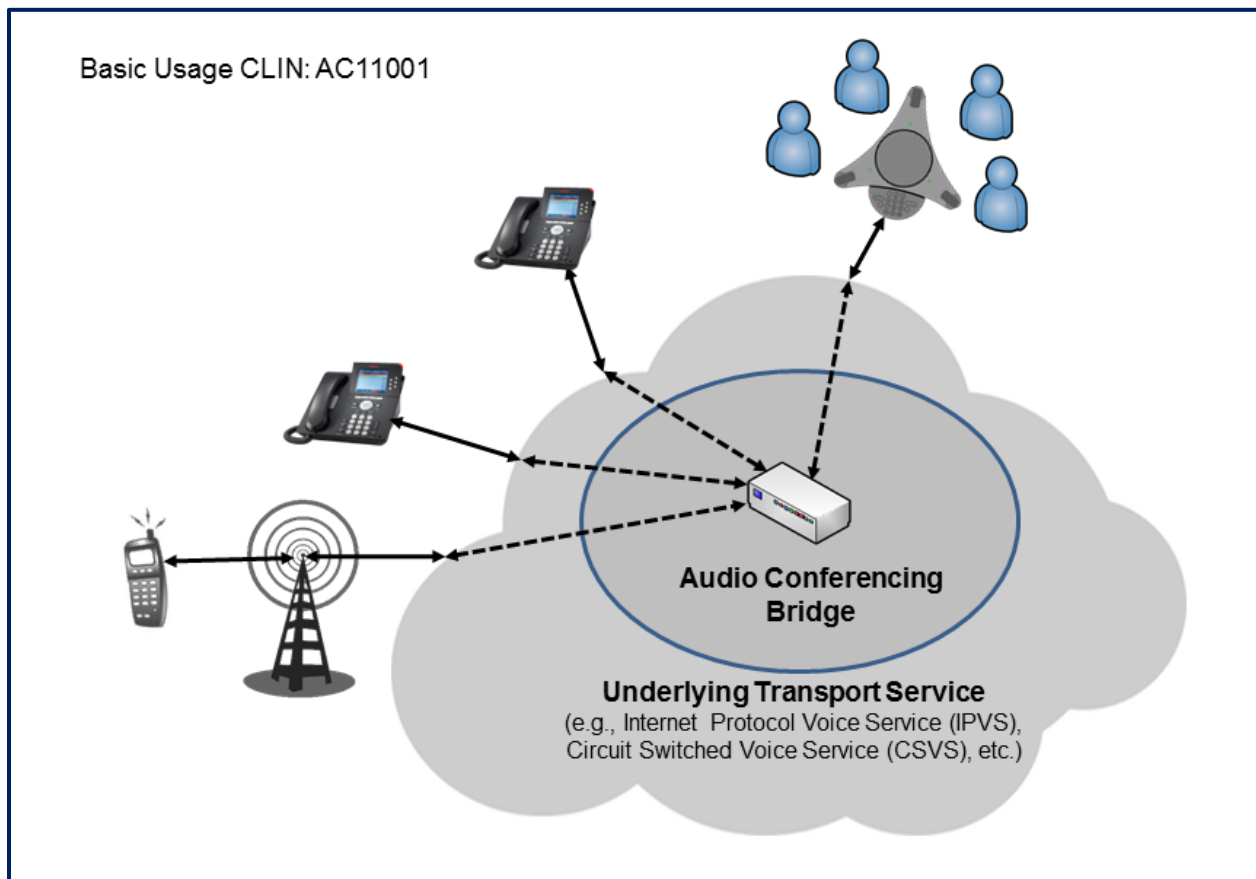
<b>Usage CLIN</b>	<b>Description</b>	<b>Charging Unit</b>	<b>Notes</b>
AC11001	Audio Conferencing Service	Bridge port per minute	
AC11002	Domestic toll free dial-in Transport	Bridge port per minute	May not be available from all contractors
AC11003	Canada toll free dial-in Transport	Bridge port per minute	May not be available from all contractors
AC11004	Operator dial-out port	Bridge port per minute	
AC11005	Host dial-out port	Bridge port per minute	
AC11006	Executive bridge port	Bridge port per minute	
AC11007	Executive operator dial-out port	Bridge port per minute	
AC11008	Operator Dial-Out Transport	Bridge port per minute	May not be available from all contractors
AC11009	Host Dial-Out Transport	Bridge port per minute	May not be available from all contractors
AC11012	International Global Meet	Bridge port per minute	OCONUS and Non-Domestic only
AC11013	Host Controls	Bridge port per minute	

#### 4.4 ACS Pricing Examples

NOTE: The examples below are concerned **only** with the costs of ACS, and do not cover the cost of underlying transport, which would be provided by services such as CSVS, IPVS or MWS. Such services would be separately charged.

##### Example 1: Basic ACS Unattended Call

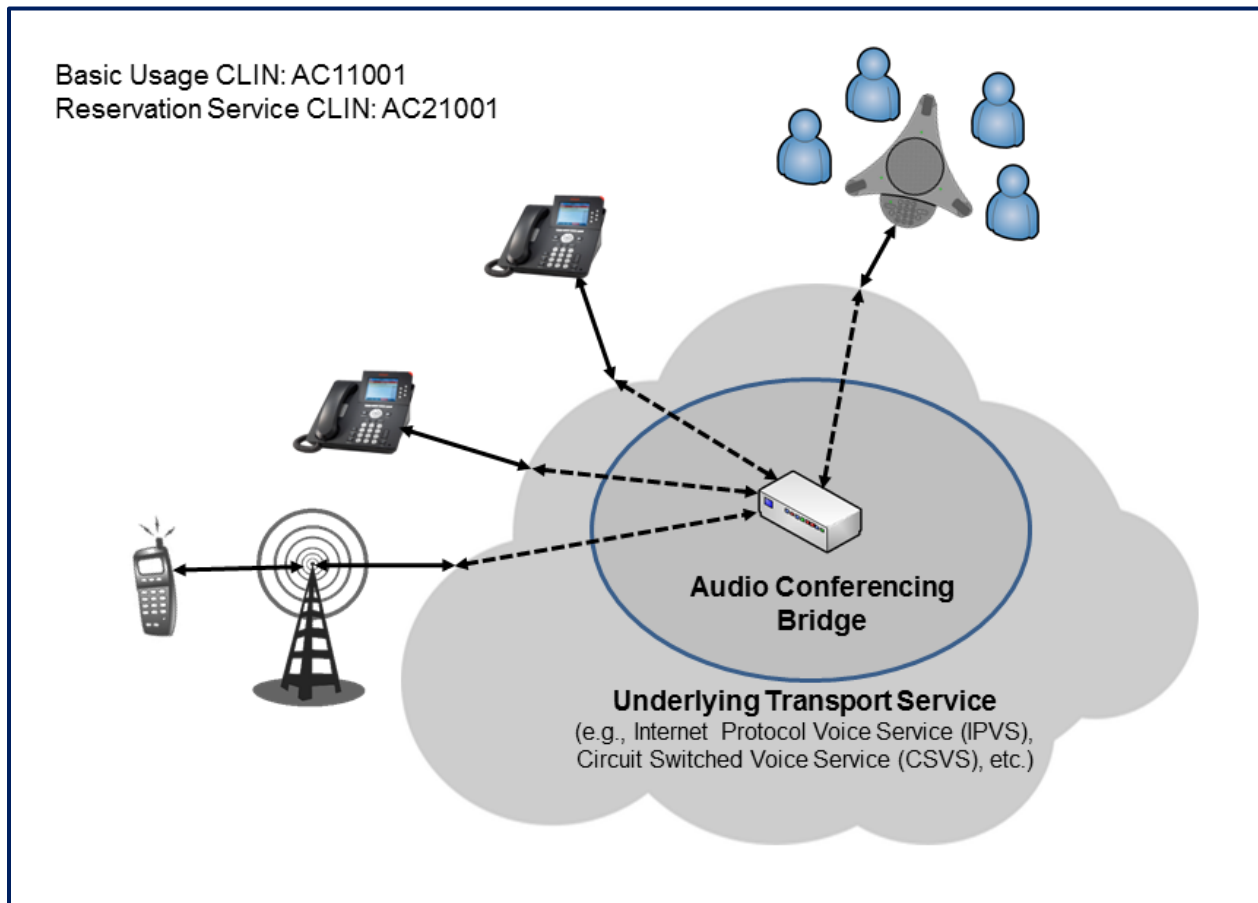
*Figure 3—Unattended ACS Conference Call*



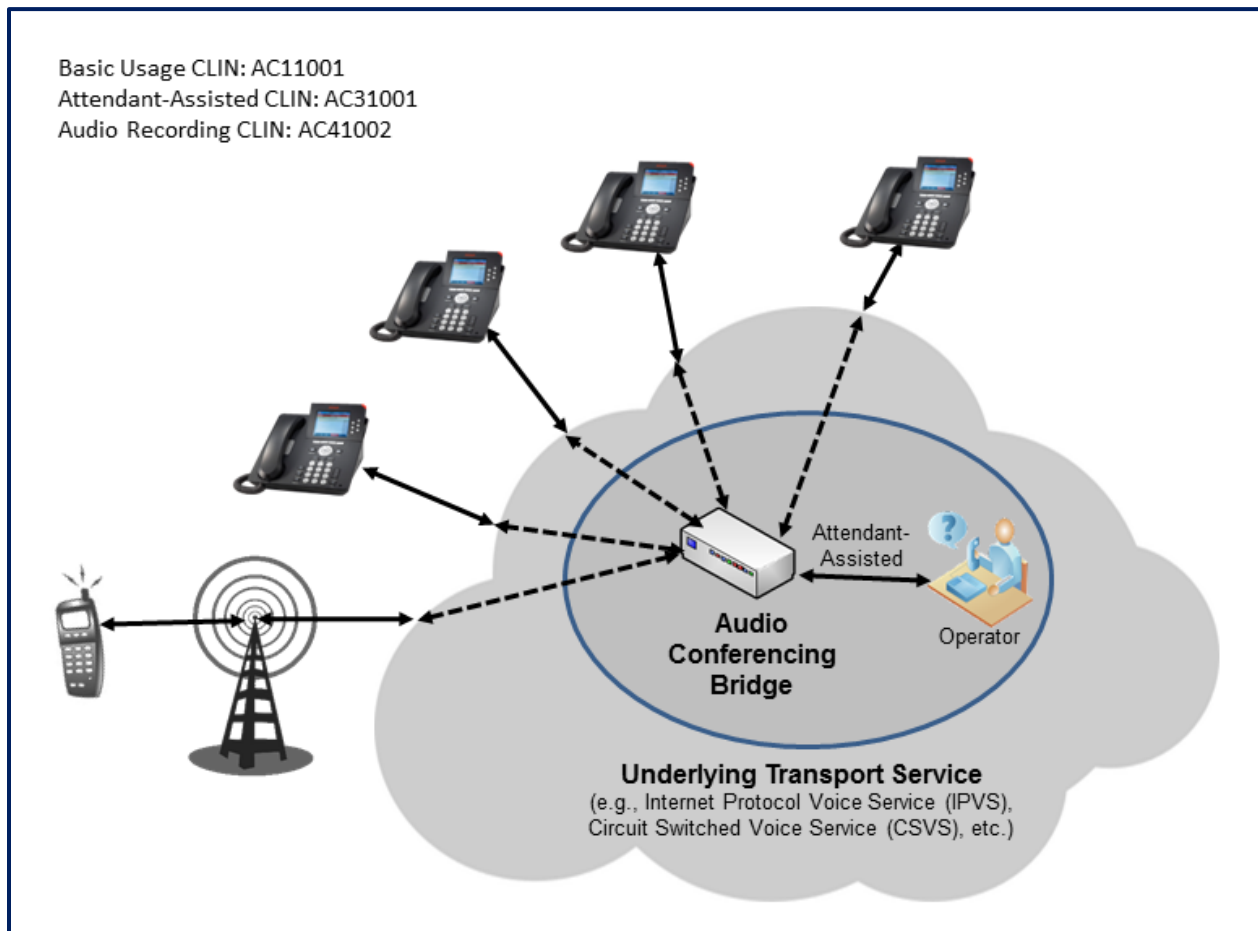
##### **Service CLIN**

Choose CLIN AC11001 “Audio Conferencing Service per Bridge Port per Minute” (see EIS contract *Table B.2.8.7.2.2—ACS Basic Usage Pricing Instructions Table*).



**Example 2: Basic ACS Unattended Call with Reservation Service***Figure 4—Unattended ACS Call with Reservation Service***Service CLINs**

- Choose CLIN AC11001 “Audio Conferencing Service per Bridge Port per Minute” (see EIS contract table *B.2.8.7.2.2—ACS Basic Usage Pricing Instructions Table*).
- Choose CLIN AC21001 “ACS Reservation Service” (see EIS contract table *B.2.8.7.3.2—ACS Reservation Pricing Instructions Table*).

**Example 3: Recorded Attendant-Assisted Call***Figure 5—Recorded and Attendant-Assisted Conference Call***Service CLINs**

- Choose CLIN AC11001 “Audio Conferencing Service per Bridge Port per Minute” (see EIS table *B.2.8.7.2.2—ACS Basic Usage Pricing Instructions Table*).
- Choose CLIN AC31001 “Attendant-Assisted ACS.” (see EIS contract table *B.2.8.7.4.2—ACS Attendant Assisted Pricing Instructions Table*).
- Choose CLIN AC41002 “Audio Recording of Call – Removable Storage Media” (see EIS table *B.2.8.7.5.2—ACS Feature Pricing Instructions Table*).

## 5. References and Other Sources of Information

- For more technical details and information on ACS, please refer to EIS contract [Section C.2.8.7](#); for pricing details, [Section B.2.8.7](#).
- For more information on service-related items, please see:
  - [EIS contract Section B.2.10 Service Related Equipment](#)
  - [EIS contract Section B.2.11 Service Related Labor](#)
- Please refer to a contractor's individual EIS contract for specifics on the contractor's ACS offerings.
- For additional EIS information and tools, visit the [EIS Resources Listing](#).
- For guidance on transitioning to EIS, please visit [EIS Transition Training](#) where you'll find several brief video training modules.