



C H O R U S  C A L L

## Managed Event Guide: **Booking Your Event**

Everything you need to know about booking a Managed Event with Chorus Call.

### IN THIS GUIDE

- ✓ How to book your Managed Event
- ✓ Additional features you can request for your call
- ✓ Turnaround times and SLA's
- ✓ Cancellation policy

# The Pre-Call Process



What you need to know before you book your Event.

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## WHY YOU SHOULD BOOK YOUR NEXT EVENT WITH CHORUS CALL

Chorus Call Australia is committed to world class service, delivered onshore. All of our infrastructure, services and support are located in Australia, including our conference bridge and data centres. We are the preferred Investor Relations conferencing provider to many of the ASX Top 50 companies for our unparalleled service and sharp SLA's.

## HOW TO BOOK YOUR MANAGED EVENT

### 1. Get in Touch

First things first, get in contact with our Events team so that we can introduce ourselves to you and provide a quote based on the needs of your organisation. Every Managed Event is a tailored service, therefore the cost may vary depending on the number of participants, duration of the call, and which features and services you need.

### 2. Book Your Event Online

After the initial consultation, our Events team will send you a link to our [Managed Events Booking Form](#). Simply fill out this form to book your event.

You will need the following information:

- ◆ Title - the name of your event, e.g. "Company Half Year Results Briefing 2018"
- ◆ Date of the event
- ◆ Time of the event in the local Timezone
- ◆ Event duration
- ◆ The number of parties you expect to dial in
- ◆ Speaker details including their names and job title
- ◆ Any information you want to request from your participants - e.g. name, company, location
- ◆ Any parties you do NOT want to join the call - e.g. if no media is allowed
- ◆ Whether your parties will dial themselves into the conference, or need to be dialled out to [if this is the case, you will need to email a list of participant names and contact numbers to ozsupport]
- ◆ Do you require the Lead Operator to read a welcome script?
- ◆ Will there be a live audience?

### 3. Booking Confirmation

Once your booking has been received, you will receive a confirmation email with all important links, login credentials, conference IDs and anything else you and your participants will need.

## ADDITIONAL FEATURES YOU CAN REQUEST FOR YOUR CALL

- ✓ View Q&A
- ✓ Post-conference Q&A
- ✓ Comms line
- ✓ Recording
- ✓ Playback
- ✓ MP3/FTP
- ✓ Transcription services (prices vary)
- ✓ Webcast presentation (prices vary)
- ✓ Diamond Pass (free) - *parties can pre-register and join instantly to your call without queuing for an operator* [Read More](#)

# Turnaround Times & SLAs



The highest level of service, with sharp turnaround times

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## BOOKING CONFIRMATIONS

Our Event management process includes strict Service Level Agreements so that you know what to expect at each stage of the process. All of our staff are extensively trained to meet these SLA's and to accommodate tight turnaround times.

Depending on the service, your booking will be confirmed within the following time frames:

*Standard Booking:* 30 minutes

*Diamond Pass Booking:* 1 hour

*Webcast Booking:* 24 hours

## CANCELLATION POLICY

If you need to cancel your event, simply contact us ASAP. Cancellation fees may apply, depending on the amount of time prior to event start. Give as much notice as possible to avoid being charged a cancellation fee.