

# Executive Service

Some conferences need a little extra attention. Full attendance and no disturbances are simply slightly more important than usual. Unexpected occurrences during the conference need to be dealt with immediately and adequately. Especially for these kinds of circumstances, KPN has developed its Executive Service: for custom made conferences up to 35 participants, fully monitored by an operator.



## Assets of the Executive Service

- Custom made service
- Operator designated to your conference
- Effective conferencing up to 35 participants
- Professional image

## Important Executive Service facilities

- Planning assistance
- Participants can dial-in or be dialled by KPN
- Listen only mode
- Question & Answer session
- Sub-groups
- Entrance restriction
- Participant survey during the conference
- Entry and exit announcements
- Several recording facilities

## Conferencing

People gladly make room in their agenda's for conferences in which important decisions are to be made. Trust plays an important role in this kind of meeting. Being together strengthens the confidence that decisions will meet sufficient support. However, sometimes circumstances are such that meeting each other in person is no easy matter. Participants may be too far apart or their agenda's may simply be incompatible. Using modern telecommunication, like audio- and videoconferencing, is the solution.

## Executive Service

Especially for conferences with which you wish to leave nothing to chance, KPN offers the Executive Service. Full assistance is at your disposal, so that your conference call comes closest to an actual regular meeting.

### Operator assistance

What is unique to this service is that an operator is designated to your conference and will attend to your call only. The operator can attend the conference and be addressed directly or you can call the operator in when you need assistance.

Naturally, the operators speak both English and Dutch fluently. KPN aims at designating the same operator to recurring calls as much as possible.

### Planning assistance

The Executive Service already starts during the preparations. First of all, you discuss how you want your conference to be monitored. KPN can also assist you with the planning. All participants and/or their secretaries are contacted to determine the best suiting conference date and start time. It is also possible to have a brief, fine-tuning conference call with all secretaries.

### Dial-in or be called

Participants can either dial-in to a conference themselves or an operator can call them (dial-out). In both cases, the operator connects to the conference, so that he/she can give you a survey of all attendants.

### Agenda items with different participants

In case some participants need only be present for one or a few agenda items, the operator will make sure these participants are called and connected at the right time. Naturally, the same participants will be disconnected when the item(s) in question has been closed. In short, the operator makes sure your conference runs perfectly.

### Listen only mode and Question & Answer session

If (part of) your conference is basically a presentation, all participants can be placed in listen only mode, so that nothing will disturb your presentation. If there are many participants, the operator can conduct a question and answer session. Participants can indicate that they have a question by punching in a key combination on their telephone. Subsequently, the operator will invite them one by one to ask their question.

### Custom made service

Custom made means more than having an operator constantly available. At your request, KPN provides interpreter services, replay facilities and transcriptions of your conference.

You can get Executive Service on working days from 07.00-23.00 (CET). Service outside these hours is possible, on special terms.

### How to book

To book or for professional advice on using Executive Service you can call **0800-0156 (+31 70 3493838)**, fax **+31 70 3493883** or e-mail [conferencing@kpn.com](mailto:conferencing@kpn.com)

### More with conferencing

In addition to its Executive Service, KPN offers a number of other conferencing services, like the Standard Service for straightforward conference calls, the Ad Hoc Service for conferencing without booking, or Event Services for conferencing in large groups (up to hundreds of people, if so desired). You can extend your conference call to a webconference, so that you have presentation facilities via the Internet.

It is also possible to transmit your conference via the Internet using WebCast, live or recorded.

You can get a complete survey of all conferencing services at [www.kpnconferencing.com](http://www.kpnconferencing.com)