

IT Conferencing Services Audio & Web Conferencing:

# Managing Conferencing Costs

This Quick Reference helps to explain how both organizers and participants can help to lower the total cost to J&J for audio and web conferencing. Note: Local and international telephone charges can be different in your country or for your company.

## Cost of Audio Conferences

For audio conferences, both the organizer (Host) and the attendees generate costs. The following details apply only to audio conferencing.

Organizer Total Costs Includes:

**Bridging fee** – per connected minute per participant, regardless if the participant dials using a local, toll, or toll-free number.

**Toll access**, a participant is required to dial a local in-country telephone number from where you are calling. Participant pays the transport cost from their calling location to the BT audio bridge in region

**Toll free access**, a participant is required to dial a domestic or an international toll free number serving the country where the participant is located. An additional transport charge is added to the per port bridge rate.

**Recording cost:** there is a flat fee per audio conference. WebEx recording is included.

## Cost of web conferences

A flat monthly rate for users who actively host WebEx meetings is charged at the J&J corporate level. You will not see that charge on your individual bill. It allows a WebEx meeting host to hold an unlimited number of meetings during any billing month. Audio usage charges are not included in this flat monthly rate. **Note: Only use “Participant Receive Call Back” feature with North America participants. Charges for this feature can be significantly more expensive for participants outside of NA.**

## How organizers can manage costs

- Whenever possible, advise your participants to attend your meeting in an office or a conference room, using your laptop connected to an in-room larger screen and a speakerphone. This limits the total number of connections and has a direct impact on the total cost.
- If you have both local and international toll-free numbers at your disposal for distribution, advise participants to use the local numbers or standard international numbers, when possible.

## How participants can manage costs

- Whenever possible, several people from the same location should meet together by using an office or a conference room with your laptop connected to an in-room larger screen and a speakerphone. This reduces the number of active connections and has the advantage of improved interaction and sharing/triggering of ideas.
- If you are dialing into an audio conference with a mobile device without an unlimited call plan, please use an office phone or other fixed landline.
- When given the option to dial-in on an international toll-free number or a local number in your country, use the local or standard international number, when possible. The additional cost to the organizer for your use of a toll-free number is much higher than your cost when dialing a local number.
- If dialing from a J&J office in North America, please dial the long distance number. For example, dial 1-617-939-2838 vs. 877-565-9999.

### Exceptions:

- When dialing from a hotel, it may be cheaper to use an international toll-free number (to avoid the expensive hotel rates).