

Conference Center

Overview of Audio, Web and Video Conferencing

Audio Conferencing

The Conference Center offers a variety of audio conferencing services and options designed to help you maximize every meeting opportunity – anywhere, at any time. Because a single audio service is not right for every customer, or every meeting, the Conference Center offers four different audio conferencing services: Conference On Demand (automated 24x7 reservationless), Conference Passcode (automated), Conference Assistant, and Conference Manager. These services are designed and supported to deliver the optimal conference experience. To ensure that you have chosen the right service to gain the most value from your conference, our Coordinators and Strategic Services Specialists are available 24 hours a day to help assist in the selection of conferencing services and options. For convenient account and meeting management, we offer a suite of on-line tools, and capabilities unmatched in the industry. The following provides a complete description of our Audio Conferencing service features and benefits. If further information is required, please contact your Conference Center representative.

The Conference Center believes that conferencing should not only change the way you do business – it should improve your business processes by increasing productivity and simplifying your business day. We are dedicated to making you and your organization look good by providing audio, web and videoconferencing services that help you maximize every meeting opportunity – anywhere, at any time. Our goal is to ensure that each event is a productive, positive, “no surprises” experience.

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Conference On Demand

Conference On Demand is our automated, reservationless audio conferencing service that gives a host complete flexibility when scheduling a conference call for up to 75 participants. When the host's account is established, the host receives dedicated (permanent) toll and toll free phone numbers and participant and moderator codes. To hold a conference, the host notifies participants of the call time, the dial-in numbers, and the participant code. Then the host and participants just dial-in and connect for a quick and easy audio conference.

Conference On Demand Benefits

- Immediate access enables you to make a conference call anytime you want from virtually anywhere.
- Conference passcodes that are "good for life" enable you and your colleagues to reuse the same passcode throughout your life as a Conference Center customer.
- Automatic enrollment to web conferencing services gives you the ability to enhance the power of your audio meeting whenever you wish.
- The service is very secure. It is only the host (moderator) who is privy to the moderator code that is input to begin each Conference On Demand call.

Conference On Demand Features

Conference On Demand offers many features and functions that allow the host and participants to manage the conference and share ideas in the most productive environment. The following features are included in the Conference On Demand service and enable hosts to maximize their meeting opportunities.

Online Access: Hosts can access account information and manage conferences through the Conference Center web portal. This is designed to give conference hosts (moderators) the ability to control participation for Conference On Demand services from a secure web browser. The browser-based solution is easy-to-use and can be launched either before or after the conference begins. Moderators may access the conference online by entering the audio conference dial-in number, moderator code and passcode. With this accessibility, a conference host can authorize another participant to moderate the conference without providing access to their host account information.

Conference hosts can simply point and click on icons, buttons, or links to use the following controls to manage their conference:

- Speak with an operator
- Have an operator join the conference
- Mute or unmute individual lines or the entire conference
- Lock or unlock the meeting
- Disconnect and remove participants from the conference
- Dial out to other parties to bring them into the conference with no interruption to the meeting
- Identify participants with playback of recorded names
- Name conference lines for easy identification of participants

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- Play a “roll call” of all participants
- Launch a web conference
- End the conference

Hosts and participants may also use the keypads on their touchtone phones for the following Conference On Demand features.

Dual Tone Multi-Frequency (DTMF) Features:

<u>Dial</u>	<u>Feature</u>
*0	Speak privately with an operator (Host and Participants)
00	Request an operator to join the conference (Host and Participants)
#1	Dial out to bring others into the conference without interrupting the meeting (Host)
*2	Start and stop recording the conference digitally (Host)
*5	Lecture mode - mute all lines except the host (Host)
#5	Un-mute all lines (Host)
*6	Mute your own line (Host and Participants)
#6	Un-mute your own line (Host and Participants)
*7	Lock the conference (Host)
#7	Unlock the conference (Host)
*8	Receive a participant tally for the conference (Host and Participants)
*9	Hear the roll call of participants (Host)
**	Play a list of available commands (Host and Participants)

Privacy PIN: Privacy PIN offers an additional level of privacy to Conference On Demand meetings. The host selects the Privacy PIN option at the time of subscription set-up. If selected, the host will be prompted to enter a Privacy PIN code or to cancel the Privacy PIN requirement for that particular conference. Once entered, the Privacy PIN will be established for that conference and will be required from all conference participants (in addition to the conference passcode), to provide an additional level of security for the meeting.

Privacy PIN is extremely valuable when a host has back-to-back calls and does not want participants entering the wrong meeting, or for those customers who have a widely distributed conference passcode, Privacy PIN ensures that the desired participants are joining the correct meeting.

Operator Assistance: Any participant may request operator assistance during a conference by pressing *0 on the touchtone phone.

Billing Code: The billing code feature allows a host to assign a specific billing code to each Conference On Demand call. This enables a host to track and assign conferencing costs to the appropriate client or cost center.

Call Lock: This feature allows the host to lock the conference so that no other participants join.

Name Record: Name record allows the host to select between three entrance and exit options: Name Announce, Tones, or Silence. Name record captures each

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participant's name before they enter into the conference. This is to be used either during roll call or upon entry or exit.

Roll Call: This feature allows a host to play a roll call of the participants in the conference. Name record must be enabled to use this feature.

Participant Count: This feature provides the host or participants with the number of sites connected to the call.

Entry and Exit Options: A distinctive tone will sound as a participant either enters or exits the conference. The host may also elect to have participants enter the conference by name announcement or silence.

Music on Hold: Music on hold prevents participants from joining a conference prior to the host. This prevents unauthorized use of Conference On Demand or a meeting from beginning without the host. Music on Hold is the Conference On Demand default setting.

Conference Quickstart: Conference Quickstart allows a host to turn off Music on Hold so participants may start the conference prior to the host joining.

Conference Continuation: Conference Continuation allows a conference to continue after the host has disconnected. This is the Conference On Demand default setting.

Host Disconnect: When the host exits a conference, all participants are disconnected.

Lecture Mode: The host may choose to mute all participants, placing them in a listen only mode.

Muting Options: Hosts and participants may choose to mute/unmute their own line using a DTMF command from their phone. Alternatively, the host may selectively mute/unmute lines through the web portal.

Participant Disconnect: Through the Conference Center Web Portal, a host may disconnect individual participants from the conference.

Conference On Demand Optional Features

The following features are available to Conference On Demand hosts for an additional fee.

Dial Out: a host can dial-out from the conference to bring in an expert, other participants, or initiate a meeting "on the fly". This may be launched using DTMF commands or via the web portal.

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Conference Recording: Through a DTMF command, a host may record a Conference On Demand meeting for later playback (via a toll or toll free number). The recording will remain archived for two weeks or until another Conference On Demand meeting is recorded on that particular subscription.

Web Conferencing: A web conference can be launched through your online account anytime. For more information, please see the Web Conferencing section.

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Conference Passcode

Conference Passcode provides increased security with the convenience of an automated conference. Reservations may be made by phone through the Reservations Center, or online via the Account Dashboard. When a reservation is made; you receive toll and toll-free access numbers and a passcode unique to that particular call. No one can reuse this security information. A moderator code may also be provided to enable the DTMF host commands, but it is not necessary to host the call. Conference Passcode is ideal for automated conference calls where you feel additional security will be warranted. When speaking privately to a client or working on a top-secret project with a work team, Conference Passcode can be used to insure that your call is absolutely secure.

Conference Passcode Benefits

- Secure, one-time automated conferences. All passcodes have a one-time-only use.
- Conference On Demand subscribers can utilize this service when they feel the need for the additional security that Conference Passcode provides.
- Conference Passcode can be integrated with web conferencing services to enhance your meeting's productivity.

Conference Passcode Features

Conference Passcode provides many of the same features as Conference On Demand and may be used in combination with Conference Assistant and Conference Manager.

Operator Assistance: Any participant may request operator assistance during a conference by pressing *0 on their touchtone phone.

Billing Code: The billing code feature allows a host to assign a specific billing code to each Conference Passcode call. This enables a host to track and assign conferencing costs to the appropriate client or cost center.

Call Lock: This feature allows the host to lock the conference so that no other participants may join. (A moderator code is required to use this feature.)

Name Record: Name Record may be provisioned to the customer account to allow the host to select between three entrance and exit options: Name Announce, Tones, or Silence. Name Record captures each participant's name before they enter into the conference. This is to be used either during roll call or upon entry or exit.

Participant Count and Roll Call: This feature provides the number of sites connected to the call and will play a roll call of participants names if the Name Record feature is enabled.

Entry and Exit Options: A distinctive tone will sound as a participant either enters or exits the conference. The host may also select to have participants enter the conference by name announcement or silence.

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Music on Hold: Music on hold prevents participants from joining a conference prior to the host. (A moderator code is required to use this feature.)

Conference Quickstart: Conference Quickstart allows a host to turn off Music on Hold so participants may start the conference prior to the host joining.

Conference Continuation: Conference Continuation allows a conference to continue after the host has disconnected. This is the Conference On Demand default setting.

Host Disconnect: When the host exits a conference, all participants are disconnected.

Lecture Mode: The host may choose to mute all participants, placing them in a listen only mode. (A moderator code is required to use this feature.)

Muting: Hosts and participants may choose to mute/unmute their own line using a DTMF command from their phone.

Conference Passcode DTMF Features:

<u>Dial</u>	<u>Feature</u>
*0	Speak privately with an operator (Host and Participants)
*5	Lecture mode – mute/unmute all lines except the host (Host)
*6	Mute/Unmute your own line (Host and Participants)
*7	Lock/Unlock the conference (Host)
*8	Participant Count/Roster Playback - Announces the number of participants in the conference and their names (Host and Participants)

Conference Passcode Optional Features

Web Conferencing: A web conference can be launched through your online account anytime. For more information, please see the Web Conferencing section.

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Conference Assistant

Conference Assistant provides you with a valet service to begin your conference call. Our operators provide the personal touch of greeting each participant and welcoming them to the call. Additionally, the operator can capture information from each participant and a personalized announcement may be made to launch your meeting.

Conference Assistant is ideal for important calls with your top clients or important prospects. The operator's presence at the beginning of the conference includes more than just an opportunity to greet participants, as he/she will remain on the line long enough to ensure that the quality of the transmission meets Conference Center standards.

Dial-in Service: With Conference Assistant dial-in service, an operator greets incoming callers and politely validates their authorization to participate. Participants may either be announced and placed directly into the call or placed on hold to listen to music until the host begins the conference. Optionally, the operator can begin the conference with a formal roll call of all current participants or a personalized announcement.

Dial-out Service: With Conference Assistant dial-out service, an operator will call participants and place them into the conference. Participants can expect to be called approximately two to five minutes prior to the scheduled start of the meeting. You can request that parties be called in a specified order and either placed directly into the call or on hold to listen to music until the host begins the conference.

Conference Assistant Benefits

- You can personalize the conference call, creating a special event.
- Provides an operator "meet and greet" for all participants and an operator announcement for the start of the meeting.
- Provides an "insurance policy", knowing the operator will periodically confirm the quality of the conference.

Conference Assistant Features

Conference Assistant has many features and services that ensure that your meeting runs smoothly. The following describes the services available during a conference, pre-conference and post-conference.

Operator Assistance: Any participant may request operator assistance during a conference by pressing *0 on their touchtone phone.

Roll Call: The coordinator can begin the conference with a formal roll call of all current participants.

Lecture Mode: Limits conversation to a dedicated speaker(s); others are in listen-only mode.

Muting: Hosts and participants may choose to mute/unmute their own line by using the keypad on their touchtone phone.

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Entrance and Exit Tones: Distinctive tones will sound as a participant either enters or exits the conference. This feature may be turned off for silent entry and exit.

Conference Lock / Unlock: By using the keypad on a touchtone phone, a host may lock the conference to prevent the entry of additional participants.

Email Confirmation: A confirmation of conference arrangements can be provided to the host/arranger via e-mail.

Permanent Participant List: Conference Center can maintain lists of names and numbers for recurring Conference Assistant dial-out calls.

Security List: A host may provide a pre-approved security list. The operators will ensure that each participant is on the approved security list before allowing them access to the conference call.

Standing Reservations: Standing reservations may be made for conferences that occur on a regularly scheduled basis (daily, weekly, or monthly).

Conference Assistant Optional Features

Web Conferencing: A web conference can be launched through your online account anytime. For more information, please see the Web Conferencing section.

Conference Recording: Conference Center will digitally record conference calls and provide a recording of the meeting. Conference recordings can be provided on cassette tape, CD ROM, or via an electronic wave-file.

Digital Tape Replay: This service allows users to dial-in and listen to a replay of the conference call. Voice capture is available to provide the host with a list of people who accessed the replay. This service allows a caller to forward, rewind or pause the replay. (You may also use Digital Tape Replay without a conference call for recording important announcements that participants can then access via a toll-free dial-in number.)

Voice Capture: With voice capture, participants that call to listen to a Digital Tape Replay are requested to leave information (such as their name, company name, and phone number) before accessing the replay. Conference Center will transcribe the list of those participants who have responded, and fax/email the list directly to the arranger of the call.

Interpretation Services: This feature will provide a real time interpreter for over 140 foreign languages and dialects. To use this service, the host must notify the reservationist of the specific language(s) and dialect, if applicable, at the time of the conference reservation.

Fax Confirmation: A confirmation of conference arrangements can be provided via fax.

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Participant Notification: Upon request, Conference Center will broadcast e-mail or fax all participants to notify them about the upcoming conference call. A customized conference call notification form may be sent via e-mail or fax to individuals invited to a conference call. The form provides critical information such as the time and date of call and the dial-in number(s) along with helpful hints on how to make the call a success. Participants are also requested to notify the host of their intent to attend or, alternatively, Conference Center can set up an RSVP line on behalf of the host.

RSVP Line: The Conference Center can set up an automated system that allows your participants to call and register for your conference call. This registration system may be customized to meet the host's needs.

Participant List: A list of all participants can be faxed and/or e-mailed to the host or arranger after the conference concludes.

Transcription: Transcripts of meetings are available via paper copy or disk.

Translation Services: Transcripts can be translated into over 140 foreign languages and dialects.

Time and Charges Report: Conference Center will provide a preliminary report that shows a summary of the length of the call, participants on the call, and the invoice amount prior to taxes and regulatory fees.

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Conference Manager

Conference Manager gives you continuous support for your most important, high visibility conferencing events. Experienced operators actively manage the conference and offer assistance for queuing questioners, polling participants and exchanging information with the conference host.

Just as an office manager keeps the office running smoothly by tending to all of the administrative necessities, our Conference Manager performs this same function for your conference, enabling you to concentrate on the content and the flow of the call, without having to worry about any of the administrative details.

Conference Manager Benefits

- Enables your highly visible calls to run smoothly.
- Allows you to get the most out of your meeting with participant lists, queuing and polling features and post-conference reporting.
- Provides an “insurance policy”, knowing the operator is monitoring the call and will be immediately available to assist in solving any unforeseen issues.
- Provides you with a valuable resource to deliver a whole host of conferencing options designed to give your important meetings the attention they deserve.

Conference Manager Optional Features

There are four optional features that require the Conference Manager service. Each of these services enables you to organize and run your meeting in the most productive fashion.

Communications Line: Conference Center offers a communication line between a designee of the host and an operator that allows the host/designee to receive updates on the conference and to authorize participants into the call.

Electronic Question & Answer (Q&A): Q&A allows participants who have questions to press 1 on their phone keypad to enter a questions queue. The operator will introduce them at the time of their question.

Electronic Polling: Polling tracks the participants’ responses to surveys and questions (up to nine possible responses), or records key points of a meeting. Participants simply key in their responses on a touch-tone phone and the results will be provided for the host.

Sub-conferencing: Sub-conferencing enables dedicated groups to break away from the primary meeting for private discussions. Up to three sub conferences may be arranged for each call.

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Conference Center Strategic Services

Conference Center' Strategic Services is a team of dedicated meeting planners who provide end-to-end conference management by administrating a consultative, hands-on approach to conference calls.

All conference calls over 75 participants or calls scheduled with optional features will be assigned to the Strategic Services Team. A Strategic Services planner will contact the customer to specify all details for the meeting. The Strategic Services planners provide customers with planning assistance, arranging calls for enhanced features, and deluxe confirmations.

Strategic Services are available for Conference Passcode, Conference Assistant, or Conference Manager calls. Alternatively a combination of Conference Passcode and either Conference Assistant or Conference Manager may be used.

Conference Center Web Portal

The Conference Center Web Portal provides easy-to-use browser based tools for managing your account and simplifying your conferencing activities. You can manage your account, launch a web conference or manage a Conference On Demand meeting right from your computer. These capabilities are provisioned using Secure Socket Layer (SSL) technology so you can be confident your data and privacy are protected. These tools are all HTML based so there is no software to download and no firewall or proxy server issues. Just point and click, it's that simple! Additional product information, brochures, tutorials, etc. are also available via the Conference Center Web Portal.

Account Dashboard

The Account Dashboard provides single page, at-a-glance access to conferencing services, features, and account information. From the Dashboard, hosts can view and change their account profile information, subscribe to new account services, schedule audio, web, and video conferences, and edit or cancel scheduled services, thus eliminating the need to call the reservations center. Conference preferences that can be set include name record, entry and exit tones, conference continuation, conference quick-start, and billing codes.

The Account Dashboard also provides a host with their conferencing services history within 24 hours of conference completion. This is provided in both summary and detail reports for the previous 90 days. The Account Dashboard tool has also been fully integrated with Microsoft® Office Live Meeting, WebEx and WebDialogs. This integration means that a host can launch a web conference directly from The Account Dashboard, and web participants can join a web conference directly from the Conference Center web portal.

Account Dashboard Features:

- Subscribe to Conference On Demand
- Schedule Conference Passcode calls

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- Schedule web conferencing
- Update account profile
- View Subscription Manager
- View Conference Passcode schedule
- View Services History
- View All option
- Host welcome and multiple host arranger selection

Manage Conference:

The Conference Center Web Portal enables hosts to moderate audio and web conferences, and greatly simplifies the process for participants to join a web conference. Web participants no longer need to keep track of separate web conferencing meeting details - they simply enter the audio conference dial-in and passcode number to be automatically identified and join the web conference. This integrated web access is provided for Live Meeting, WebEx, and WebDialogs. Conference Center web-based tools are designed to be reliable and intuitive, making the overall conferencing experience easier and more productive.

Manage Conference Features:

- Join a meeting as a host/moderator
- Join a meeting as a participant
- Login to the Account Dashboard
- Forgot password reset
- Hosts can access online controls to drive Conference On Demand services (in addition to standard DTMF controls on phone keypad)

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Web Conferencing

At the Conference Center we offer web conferencing services that are packaged to improve and enhance your audio meetings. Any Web Conferencing service can be integrated with any of our Audio Conferencing services. With the right combination of services, you can present visual concepts from virtually any media to any number of remote participants. With Web Conferencing you can give a formal presentation to a large audience or brainstorm with a small group.

We have teamed with the leading vendor's of the web conferencing industry so we can offer customers an option. Today, we currently support Live Meeting, WebEx and WebDialogs for our web conferencing.

With the right combination of features and enhancements you can:

- Invite active audio and visual participation
- Present visual and text concepts from virtually any file type
- Use meeting controls to navigate the conference flow
- Emphasize the points you want to make
- Create a "parking lot" of ideas to be discussed as the meeting wraps up
- Replay the event to make information accessible to a wider audience

Microsoft Office Live Meeting Presenter provides a host with options for providing information to many participants. Features include presentation slides, annotation tools for underscoring major topics and whiteboarding. Additionally, you can present websites and applications – including sales presentations, animated demos and spreadsheets.

Microsoft Office Live Meeting Premier and WebEx Meeting Center Pro Services have all of the features of the Presenter plus recording options and remote control features that let participants temporarily take charge of the meeting.

Live Meeting and WebEx Functions and Services for Leader

Chat capabilities: Participants and hosts can chat online, perfect for collaborating and revising documents. The presenter or leader uses the attendee privileges function to control the ability of attendees to chat, and with whom. Chats may be saved, printed, and reopened during a subsequent meeting.

Web-based polling: Polling features of our web conferencing tools can be used for votes, polls, or surveys. The presenter creates the poll, which can have multiple questions and answers. Answers can be set up as radio boxes (only one answer allowed) or check boxes (multiple answers allowed). Polling questions can be created on the fly or and saved ahead of time and retrieved from prior files. The polling capabilities on both of our products allow you to take a "blind" poll. A blind poll provides counts and percentages without disclosing who voted for what.

Question & Answer: With a click of a mouse, participants can signal to the host when they have a question; the host can post the question and answer for all to see.

Annotations: The host can highlight, underline, mark with checks, x's, arrows, draw arrows, circle, write, put a box around, draw or delete items on the screen to make the presentation seem like it is in a real classroom environment.

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Whiteboard/Textboard: Whiteboards and textboard are available for use with a web conference. You can save and print your notes or drawing for future use.

File Sharing: The host can offer for the presenter to share any files with the audience. The audience can then download any document that is being worked on.

Application sharing

WebEx Application Sharing: For WebEx application sharing, the presenter selects which applications are to be shared from a dialogue box. All attendees view the application even if it does not reside on their computer. When a presenter shares an application, a web site, or their desktop, the presenter can decide whether attendees have the right to interact, and to what degree. An attendee can even temporarily have control of the presenter's application remotely if the presenter assigns this privilege. Attendees without any share rights are a totally passive audience. At the most complete level of sharing the desktop, the designated attendee can alter all aspects of the presenter's computer. Proper caution is therefore advised in assigning this right. If the Presenter does not want the attendees to always share the same view (e.g., attendees seeing the contents of the "My Documents" folder), then their view can be temporarily suspended.

Live Meeting Application Sharing: Live Meeting provides the ability for presenters to allow remote participants to control software applications running on their desktop. This functionality can be enabled and disabled separately on a per-organizer and a per-meeting basis. The host uses the "share" button to create a hollow window. All attendees can view any type of document or file that is behind the window. Application sharing is ideal for software training and collaborative meetings where presenters would like to allow other meeting participants to take control of any software application. Additional flexibility allows presenters to share a single application or their entire Windows desktop.

Interactive Web Pages: Web pages can be brought into a Web conference, with each participant able to "surf" the site on their own.

Online Registration: Hosts can capture important information (name, address, e-mail, etc.) about each participant, ideal for sales and marketing managers.

Virtual meeting room setting: Virtual seating charts provide the host with a list of participants; using visual cues participants can ask for clarification or a change in presentation speed. This also allows you to see who has joined the conference and can be used as a security block. You can kick anyone off the conference if you are the leader.

On-line technical support: At any time, users may press *0 on their touch-tone phone to summon a live operator. If additional technical support is needed, the operator will refer to additional technical resources at the conference center and/or through our vendors. We also offer full time "event management" support at an additional charge. Event management provides the leader full-time support by a web specialist before, during and after your conference.

Operator hosting: We will work with leaders and meeting facilitators to demonstrate how to use additional resources at the leader's location to assess responses and analyze 'chat' questions and comments, which will allow the leader to focus on the content and details of the presentation.

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Attendees can annotate, but not alter the document according to the rights assigned. The rights assigned cannot vary per individual.

Archiving: Archives are available for two years, and after those two years are up, they can be continued for a longer duration. We are able to save all archives and are able to work with the customer to create a "library of archives" based on our server. System requirements: PC sound card, plus Windows Media Player version 6.4 or higher or RealPlayer version 6.1 or higher.

Attendee Option Descriptions (if host turns these options on):

Import Document: Allows Attendee to manually import a document that cannot be automatically opened and shared.

Save Document: Allows Attendee to save a document as an *.ata file for later viewing; document will include all annotation made during meeting.

Print Document: Allows Attendee to print shared document.

Annotation: Allows Attendee to annotate shared document; annotation includes text tool, drawing menu, and clearing tools.

Pointer: Allows Attendee to use pointer tool.

Switch Page: Allows Attendee to switch pages within shared document.

Full Screen View: Allows Attendee to view shared document at Full Screen view; includes annotation tools along top but does not display Attendee List and Chat boxes.

Thumbnail View: Allows Attendee to view all pages within a document in miniature; similar to PowerPoint's Slide Sorter view.

Zoom: Allows Attendee to zoom in/out on shared document.

Copy Page: Allows Attendee to copy page of shared document (for pasting into another document).

Video Conferencing

The Conference Center provides three basic services to all of our users. We launch multipoint and point-to-point conferences and can handle scheduling and call management of the customers dedicated videoconference rooms. We are available 24 hours a day, 7 days a week. We can provide daily room schedules, permanent reservations, faxed / emailed order confirmations, remote MCU management, and location of public room facilities and flexible billing solutions. Enhanced services include a full set of multiple call features including continuous presence, speed matching, and site certifications at no additional charge.