- [Here](#) is a video that walks through the screening process exactly as we do on trainings.

- I have attached a guide to the interface for screeners.

- I have also attached a guide for hosts, specifically for the moderator.

    - Attachments may appear as hyperlinks below my email signature

    - 1 person to take constituent questions live, remind listeners how to ask a question, etc. (HOST TRAINING)
    - 1 person to rank pre-screened constituent questions (HOST TRAINING)
    - 3-5 staffers to pre-screen questions from constituents (SCREENER TRAINING)

    - **Info Guest Speakers:**
    - I would suggest to have all speakers dialed in at least 5-10 minutes before live time.
    - They just need this info: **877-229-8523 with PIN xxxxx**
    - They do not need to view the control panel that the screeners are using.
    - Please remind speakers to mute their phones when they are not speaking and if they accidentally disconnect, they can dial right back in, but their line does come on LIVE/unmuted when they dial in.

| Moderator Prep Outline for Office to C | COVID-19 - TTH Pricing File.pdf | Fill in the Blank Custom Promo Plan fo | Screener View Guide TTH.pdf | Host View Guide TTH.pdf |

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Dial Outs	Total Access Price
0-2,500	$1,280
2,501-5,000	$2,560
5,001-10,000	$3,047
10,001-20,000	$3,436
20,001-30,000	$3,965
30,001-40,000	$4,897
40,001-50,000	$5,551
50,001-60,000	$6,219
60,001-70,000	$7,012

70,001-80,000	$7,805
80,001-90,000	$8,597
90,001-100,000	$9,390
100,001-110,000	$10,573
110,001-120,000	$11,895
120,001-130,000	$13,216
130,001-140,000	$14,677
140,001-150,000	$16,124
150,001-200,000	$21,410

Up to 100k includes 15,000 inbound minutes
100k+ includes 30,000 inbound minutes

      a. During the call whomever is moderating the event from your staff will want to prompt listeners to hit *3 to ask a question and *6 to sign up for enewsletter. Listeners that hit either key combo will speak to someone on your staff that will either pre-screen their question and put them back on the call to hear if the cong. Takes their question live, or will write down their email and just pop them back on the call immediately. For 150k dial out I'd say you'll want 5 staffers to be screening questions and 1 staffer to be the moderator "up next we have Ashley Julyan from Bethesda, MD… what's your question Ashley" type role along with reminding participants to press the key strokes above.

Kirsch, Steven

Mar 25, 3:37 PM MDT

Please see below for the three poll questions for tomorrow. Can you confirm the Spanish line will have access to do polling as well?

Has your work situation been affected by the coronavirus?

1. Working from home
2. Laid Off

3. Hours Cut
4. Hours Extended
5. No change
6. Retired

Are you and your family following social distancing guidelines?

1. Yes
2. No
3. Not Sure

Have you completed the 2020 Census yet?

1. Yes

2. No

1. Have you received your economic impact stimulus payment?

    1 – Yes, received

    2 – No, still waiting

    3 – No, do not qualify

1. Have you completed the 2020 Census?

    1 – Yes

    2 – No, not yet

    3 – Don't plan to

1. What is your main source of news information?
    1. Newspaper
    2. TV

    3 Web and Email

    4 Social media (Facebook. Twitter)

Melissa Heroy (Customer Care)

Mar 24, 8:48 AM MDT

Hi Jenna!

We can definitely assist in setting up a Facebook stream for this event. We just need someone with editor access to the page you'd like to stream to to join the event 20 minutes early. Then a member of our team will get you signed in and setup to stream. Is there someone on your team that could join early?

To stream this even ton Facebook, you would just need to designate someone to be logged on 20 minutes early to log in with our team. There is no control over who submits questions as this option simply pushes the stream to Facebook.

Please provide us with the image they wish to use. This should be in 16x9 dimensions, ideally 1280x720.

Thank you!

1) BoomeRang™ and Surveyor®

Description/Duration	Per Connect Price
1-30 second messages	$0.025
31-45 second messages	$0.035
46-60 second messages	$0.045
61-75 second messages	$0.055
76-90 second messages	$0.065
91-115 second messages	$0.075
116+ second messages	$0.085

There is some information about it here
https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en

We typically begin the dial about 3-5 minutes before the start of the event as it does take a few minutes for participants to begin joining. Then we will continue to dial through the list – for a list of 30k this can take 10-15 minutes to complete. We will then also retry numbers we did not connect to on the first round (operator intercepts, busies, etc.) Occasionally, we can connect to people about 30 minutes in depending on these re-tries.

They can just say,
"Hi, may I please confirm your name? And what is your question today?"

"Thank you, I am making a note of that right now." – This buys time while they are typing

"I am now placing you back into the call and if we are able to get to your question just listen for your name and you can ask your question live. Thank you so much"

SAVE AND RETURN TO QUEUE

Moderator Sample Script:
Introduction
· This should include the format of the call (guest speakers, Q&A, etc.) and the topics that will be discussed.
<mark>· **Tell participants how to ask a question and sign up for the e-newsletters (if utilizing those features)– example, "Press *3 to enter the queue to ask a question, Press *6 to join my e-newsletter".**</mark>
Flow of the call
· After a brief introduction from the moderator, the main host should begin speaking with their introduction. While this is happening, participants should be getting screened with their questions and then either the moderator or another staff member can be organizing and ranking the questions. After the main host speaks for a few minutes, we would recommend taking a participant's question live. If there are not any ideal questions to take live at that time, then we would suggest doing a poll or reading an online question and focusing on that topic for a few minutes to allow more time to sort through questions.
· When a question is taken live, simply click on the "Live" button next to their name. Then, briefly introduce the participant and let them ask their question. Example, Click, "LIVE", then say, "Now we are going to take a question from Tom about Healthcare. Tom, you are live with (HOST NAME)."
After the participant asks their question, you have two options. Keep them live so they can go back and forth with the host – you can utilize the mute function at this time. Or, you can simply click "Done", but keep in mind you will not be able to hear from them again if the host does have a follow up remark with them.
-If utilizing poll questions, repeat the poll question 2-3 times before moving on to the next poll question. You can also choose to read the results if you'd like before moving onto the next poll question.
Closing Remarks
· This should be a quick "thank you for participating" and handing it off to the host for closing remarks.
· This can also include contact information and any additional information you would like to provide before handing it over to the host and then ending the event.
-If utilizing the post call feature, remind participants that they have the opportunity to leave a message at the end of the event.
Example Timeline:
Request Event Specialist to begin dialing – Approximately 3-5 minutes before you would like to actually go live.
Event Specialist will check in after participants begin joining and will confirm that everyone is ready to go live.

Event Specialist will then give a quick countdown, you will hear a prompt that says "Music hold ended", and at that time you will be live and may begin your introduction.

LIVE:
Minutes 1-2 Moderator intro (mention prompts to ask a question and e newsletter sign up)
Minutes 3-5 Host Intro
Minutes 5-6 Moderator remind participants how to ask a question (Star 3)
Minutes 6-10 First Participant Live with Q&A
Minutes 10-12 Moderator remind participants how to ask a question and then do the first poll question
Rotate between questions and polls from here. We would recommend doing 3-4 participant questions and then a poll for a total of 2-3 polls. Don't forget about online questions if you are streaming online. Periodically remind participants how to get into the queue to ask a question and how to sign up for the e-newsletter if utilizing that feature.
Allow approximately 3-5 minutes for closing remarks.

Can you let us know the answer to these items:
1. Will you be doing the same Total Access TTH package as last time?
2. Please let us know how many people you'd like to dial out to and what criteria you'd like for us to use to target the audience. Pricing file attached above for reference on pricing associated w/the dial out list size. Last time you did
   a. XXXXX

If total, please let me know if you need to use any of the following features:
- (INCLUDED W/ PACKAGE)Do you wish to do a precall?
- (INCLUDED W/ PACKAGE)Do you need a moderator from our team or will staff moderate?
- (INCLUDED W/ PACKAGE)Do you need 2 people to remotely screen questions from my team or are you good on screeners?
- (INLCUDED W/ PACKAGE) Does anyone need training?
- (INCLUDED W/ PACKAGE)Do you want us to request live closed captioning on the audio stream?
- (INCLUDED W/ PACKAGE) Do you want us to transcribe the event?
- (INCLUDED W/ PACKAGE) Do you want us to stream this on Facebook too?
- (*NOT* INCLUDED W/ PACKAGE) Do you want us to transcribe vmails? An option is to not capture vmails after the event or staff can manually log-in voicemails after the event is over for free into IQ.

SMS those with 4720 disposition code in the report are those that the carriers read as invalid numbers