

- **Is there a set up fee?**
No, we do not charge a set up fee and there is no charge for cancellation or no show.
- **How am I charged for the services I use?**
Quickconnect's basic audio conferencing services are charged on a per minute/per caller rate. For more information on pricing, please contact us at 1-866-640-5038.
- **Is there a contract?**
No, we do not require one. However, at your request, we will provide you with a service agreement.
- **Do you offer training on your audio or web conferencing services?**
Yes. Quickconnect will facilitate user training on its audio or web conferencing services for free via a conference call.
- **Can someone be present to help me during the call?**
Quickconnect has trained operators who can answer any questions you might have or even run your call for you.
- **All of the participants in my next conference are calling from the same area. Do you have non-800 numbers they can use?**
Quickconnect can supply you with a toll number instead of toll-free if you choose. Keep in mind that your call participants will have to pay long distance charges if they are not calling from our area code (973).
- **Can you indicate specific billing information that is just for this specific conference?**
Yes, we can note anything on the reservation that will help you with your billing process.
- **If the call is scheduled for one-hour do we get cut off after that time has expired?**
No, we just ask the approximate duration and you can actually use as much time as you need to conduct your call.
- **If I book the call for ten lines and I only use eight do I get charged for the unused lines?**
No, there is not a charge for unused lines for reservations under 100 participants.

