



Center Communications

COMMUNICATIONS SERVICES

To:	NASA Civil Servants and Contractors
Subject:	A change to Communications Service Office (CSO) Voice Conferencing Instant Meeting Audio Conferencing (Also known as Meet Me Conferencing number)
Date:	May 20, 2014
What is Happening:	<p>Beginning May 29, 2014, the CSO Instant Meeting Audio Conferencing Service, also referred to as a Bridge Line, a Meet-Me number, or a Teleconference Number, will be transitioning to a new vendor called Centurylink/PGi. The change will only affect the Instant Meeting service. Reserved and operator assisted audio conferencing services (also known as Standard, Unattended, and Premium services) will remain with the current vendor.</p> <p>The transition to Centurylink/PGI will be accomplished in 4 groups. The first three groups consist of Host/Moderator accounts that do not have an Instant Meeting Web Tool management account and will be evenly distributed by the last name of the account holder. The last group consists of Host / Moderator accounts that have a current Instant Meeting Web Tool management account or fall out of previous groups as a result of account errors or late account changes. Group transition dates will be late May through mid-June.</p> <p>Individuals in each group will receive an email 3-5 days prior to transition.</p> <p>New call-in numbers and conference codes will be distributed to the host/moderator, and the host/moderator will be responsible to distribute the information to the participants. Participants will need to pay attention to new meeting invites for the dial numbers and passcodes and make any related changes stored in their phones, outlook calendar, etc.</p> <p>The completion of transition from the current Instant Meeting Service Provider to Centurylink/PGi is scheduled for July 31, 2014. Accounts that are not transitioned will be removed from service on this date.</p>

<p>Action Required:</p>	<p>A Host / Moderator account information verification message was distributed on 05/06/2014 to all listed account host/moderators. If you are the host/moderator for an instant meeting audio conference and have not received the verification email, please contact NASA-ASK-CSO@mail.nasa.gov . Please provide:</p> <ul style="list-style-type: none"> • Name • Toll and toll free number for your current Instant Meeting (Meet Me) conference account • Contact information <p>We will contact you to update the account records and schedule you for transition.</p>
<p>Services Affected:</p>	<p>CSO Instant Meeting Audio Conferencing service (Meet Me voice conference calls)</p>
<p>Who is Affected:</p>	<p>Anyone using the Instant Meeting (Meet Me) audio conferencing service, especially those who are hosts/moderators or hold IM accounts.</p>
<p>Contact:</p>	<p>For questions, please send emails to: NASA-ASK-CSO@mail.nasa.gov</p> <p>Voice Conferencing Replacement (VoCR) general questions: VoCR Project Management:</p> <p>Kathy Hatley, 256-544-6571/ Kathy.hatley@nasa.gov Johnny Busby, 256-961-9379/ jbusby@nasa.gov</p>