



Raindance makes everyday audio conferences easier—no reservations and no hassles.

Reservationless Conferencing

TECH SHEET

For Everyday Conferencing

Raindance conferencing solutions are designed for remote meetings, allowing users to save time and money and conveniently communicate their message. Moderators simply dial a toll-free number and use their unique conference ID and PIN to begin a conference with up to 125 participants with the ability to add visuals over the web. Raindance distinguishes itself as a truly integrated web and audio conferencing provider with a published uptime of 99.99%. Our services are reliable, cost-effective, reservationless and do not require any additional internal resources for implementation or ongoing support.

Security

Raindance fully understands and supports the ever-growing need for increased security measures and currently maintains three levels of security - premises, data and access control. The physical integrity of our data centers is of the utmost importance. Our technologically advanced security system ensures that only authorized individuals have access to the data centers. Secure Sockets Layer (SSL) verifies authenticity as well as the integrity of the data. Access to this data is further protected by a uniquely assigned conference ID and PIN with the ability to use a passcode and other security features determined by the moderator.

Premises Security

Raindance's physical infrastructure is constructed to exceed industry uptime, reliability and security standards. Privately held servers are housed within secure data centers to ensure their safety. Raindance restricts data center entry to selected members of our engineering staff who must pass through biometric, multiple-authentication locks and video monitoring.

Data Security

Uploaded presentations, slides and reports are protected when accessed over the web via a SSL-secured Raindance site and are safe from unwarranted viewers. In addition, Raindance offers a secure SSL/HTTPS environment, which authenticates and encrypts communication between clients and servers and ensures protection of confidential materials from unauthorized participants.

Access Control

Raindance assigns each moderator a unique conference ID and PIN required to initiate a conference on the phone or web. To add another layer of security, moderators can create a security passcode unique to each conference. Raindance provides the following features allowing the moderator to control conference access.

Conference lock - The conference lock function ensures no other participants enter the conference, including the conference operator

Entry/exit announcements - A tone or a participant's name notifies the moderator who is on the conference call



MODERATOR PHONE COMMANDS

| | |
|----|---------------------------------|
| ** | Main menu |
| *0 | Private operator assistance |
| 00 | Public operator assistance |
| *1 | Dial a new participant |
| *1 | Join participant |
| *3 | Cancel dial-out |
| *2 | Start recording |
| *2 | Stop recording |
| *4 | Lock conference |
| *5 | Unlock conference |
| *6 | Mute your line |
| *7 | Unmute your line |
| *8 | Conference continuation |
| *# | Participant count |
| ## | Mute all lines except moderator |
| 99 | Unmute all lines |

PARTICIPANT PHONE COMMANDS

| | |
|----|------------------|
| 00 | Operator request |
| *6 | Mute your line |
| *7 | Unmute your line |

Participant list - The web interface lists names and ANI to verify participant identification as well as give a participant count

Conference operator - By simply pressing *o during your conference, a conference operator joins the conference to answer questions or provide technical assistance

Infrastructure

Raindance has invested over \$50 million in our convergent communications platform to provide a reliable service with a published uptime of 99.99%.

The Raindance infrastructure includes:

- 1000+ T-1s - over 25,000+ phone lines
- Redundant Tier 1 Internet and voice communications providers
- Redundant systems, servers and communications hardware
- 6 terabytes of real-time storage
- 3 OC-12's of local loop on redundant data feeds
- 450+ Mbps of Internet bandwidth

Network Architecture

Raindance offers a total in-house solution for our network architecture that is comprised of several highly redundant telephony and data connections. Our systems are monitored 24/7 by designated Raindance engineers who focus solely on the Reservationless Conferencing network.

Multiple Telephony Carriers

Raindance utilizes multiple vendors for our entire communications network to ensure technical issues do not interrupt conferences. Through several top-tier service providers, Raindance built our services on a highly reliable and scalable backbone. Raindance's redundancy includes the following layers.

Phone bridging - Raindance uses several telephony providers and Polycom bridges to ensure redundancy, and balance calls. This means that even if one network experiences technical problems, traffic can easily be rerouted.

ISPs - Three top-tier Internet Service Providers (ISPs) allow Raindance to distribute content over the Internet on several backbones to drastically reduce bandwidth problems.

Fiber providers - Flexible local loop access disseminates users to supply almost unlimited scalability.

Border and Distribution Routers

Network border routers handle all incoming and outgoing traffic via the Internet with distribution routers managing distribution of data traffic to the company's integrated service offerings.

Firewall Compatibility

Raindance protocol is HTTP-based, allowing corporate end-users to easily gain access. State-of-the-art firewall security ensures all incoming and outgoing messages are thoroughly filtered to meet stringent security criteria. Raindance requires that the standard port 80 be open on the firewall.

System Requirements

Raindance's conferencing system requirements are minimal and have little impact on company infrastructures. This means that implementing and managing Raindance services require little or no internal resources and there is no ongoing technical support required. If users ever do experience a problem, customer support is available by phone or e-mail 24 hours a day, seven days a week, 365 days a year.

Users simply begin an audio conference from any touchtone phone. Web conferencing services run on most computer platforms that use a standard browser, and no client downloads or plug-ins are required. The following requirements anticipate the use of both phone and web components:

Audio Requirements

Users only need a phone and Raindance conference ID and PIN to begin a conference anytime, anywhere.

Web Requirements

Hardware - A computer with a sound card and speakers

Software - Netscape Navigator 4.51-4.79 or Microsoft Internet Explorer 5.xx or higher

Operating System - Windows 98/2000/NT4/XP

Bandwidth Minimum - 56 kbps dialup or faster recommended

Media Player - RealPlayer or RealOne Player is required to listen to live or recorded conferences on the web