

## Annex 9: Organisation of the telephone conferences Update to be approved by High Level Group: RNE/RFC

Version	Approved by	Date of approval
1.0	RNE General Assembly	May 2021

All teleconferences should be preferably organized using the MS Teams. The organizer of the teleconference is creating the outlook invitation where the link to connect to the TEAMS meeting is included:

The screenshot shows the Microsoft Outlook 'Meeting' ribbon with various options like 'Delete', 'Skype Meeting', 'Join Teams Meeting', 'Meeting Notes', 'Cancel Invitation', 'Check Names', 'Response Options', 'Attendees', 'Show As: Busy', 'Reminder: 15 minutes', 'Recurrence', 'Categorize', 'Private', 'High Importance', 'Low Importance', 'Dictate', 'New Meeting Poll', 'FindTime', 'Insights', and 'View Templates'. Below the ribbon, there is a form for creating a meeting invitation. The form includes a 'Send' button, a 'Title' field, 'Required' and 'Optional' checkboxes, 'Start time' (Tue 24/11/2020, 17:30) and 'End time' (Tue 24/11/2020, 18:00) fields, and a 'Location' field set to 'Microsoft Teams Meeting'. Below the form, there is a section for 'Microsoft Teams meeting' with links to 'Join on your computer or mobile app' and 'Or call in (audio only)'. The call in information includes a phone number (+43 1 2056366063, 851798934#) and a phone conference ID (851 798 934#). The RNE RailNetEurope logo is also visible at the bottom of the invitation content.

Participants can join the Teams meeting either directly in MS Teams application or via Web Browser. In some invitations also the connection via Phone is enabled, but as this is not a standard service and if user is connected via phone, he is not able to see the content shared via screen sharing function, the Phone connection is not recommended.

### Dos and Don'ts during conference call

- If you don't speak, your microphone is muted and your camera is off
- Be very short and precise, focus on relevant information
- Speak only if you are directly asked by the moderator
- Silence means agreement, raise your voice only in case you disagree

### Usage of other tools for teleconferences

All conferences should be done preferably via MS Teams. In case the organiser of telco is not allowed to use the MS Teams and thus is not able to create the conference invitation for MS Teams meeting, the teleconference can also be organised via Skype.