

InterCall's Global Conferencing Solutions



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In today's global business environment, companies need to keep the lines of communication open regardless of geographic barriers or time zone differences. That's why InterCall offers a wide range of conferencing solutions that provide reliable and consistent service on a global scale. Wherever your customers, employees or business associates are located around the world, with InterCall's services, you can easily connect with them and you're guaranteed to be able to offer them access to the same services with similar customer experiences.

The Perfect Balance for Global Communications

InterCall strikes that perfect balance between consistent service and localized support in every aspect of conferencing, including global coverage, expertise, services, capacity, dependability, support, financial stability and reporting.

Global coverage – With more operation centers and sales offices globally than any other conferencing specialist, InterCall has the scope to facilitate worldwide communications, coupled with the local presence, to understand your specific business environment. With more than 100,000 ports available worldwide, InterCall can meet all your conferencing demands.

Global expertise – InterCall serves more than 400,000 conference leaders around the world—making us true experts in the global conferencing marketplace.

Global services – We offer a complete range of solutions that can be used seamlessly worldwide, allowing for a congruent experience for employees across all regions of a company. Global offerings give you access to InterCall services that are identical in feature and functionality, even though they are managed by different operations centers around the world.

Characteristics of a global services solution:

- + Available in every region of the globe
- + Identical features across the world
- + Localized training, billing and customer service (managed in each region)

The following products are part of InterCall's global services:

- + Reservationless-Plus[®], Operator Assisted, Automated Conferencing
- + Event services/online event registration
- + Online account management
- + Web conferencing: InterCall Unified Meeting, Web Ex[™] services, including MeetingCenter[™], EventCenter[™], TrainingCenter, SalesCenter and SupportCenter, and Microsoft[®] Office Live Meeting
- + Video conferencing

Global dependability – Our networks operate at a predictable uptime of no less than 99.9%, ensuring that conferencing services will be available whenever your business needs them. Our service levels are consistently rated the best in the business. InterCall,

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AAP/EOE



as a division of West Corporation, is part of a large reputable corporation. Our record of outstanding financial performance and above-average growth means that InterCall will be here to keep your business communicating, no matter what.

Global support – InterCall’s global team is there to provide you with quality, professional services—whenever and wherever you need them. Not only is InterCall able to bill services in your local currency, but our team is made up of individuals who can speak the local languages and understand the culture.

Global reporting – When you use InterCall’s services, you get access to your company’s monthly conferencing usage by product and region. Our reports are completely customizable to meet your needs for language or currency.

How to Connect Globally

When your meetings span across different regions, we have multiple options for you to connect with employees, customers and partners, allowing you to choose the most cost-effective and convenient method.

Global Network Access: Making sure your conference call participants located around the world are on the same page can be easy and simultaneously save you money if you use InterCall’s Global Network Access. To take full advantage of all the benefits of this service, your company needs to have a multi-national conference call user base spread across the globe, host conference calls involving participants from two or more countries and be looking for a unified solution on a regional and global scale. With Global Network Access, you get:

- + **Ease-of-use:** You receive a single list of permanent international numbers in all regions, including toll and toll-free numbers.
- + **Cost saving:** Your conference calls are directed into the conference center that is least expensive for you.
- + **Uniformity:** All users, no matter which region they are in, have the exact same service, call flow and conference call features available to them.
- + **Consistency:** If you have an existing InterCall conferencing account, you can continue to use the same conference code and leader PIN. You also still have access to your recordings, InterCall Online, audio integration with our web services and all other services.

International Toll-Free Services (ITFS): ITFS provides international participants access to a conference call without incurring any long distance fees of their own. ITFS numbers are available for dialing into any of our regional operations centers from most countries. ITFS is available with any Operator Assisted or Reservationless-Plus conference.

**More ITFS countries are being added every day. Check with your sales representative or reservationist for a current listing.*

Argentina	Denmark	Italy	Panama	Sweden
Australia	Dominican Republic	Jamaica	Peru	Switzerland
Austria	Finland	Japan	Philippines	Taiwan
Bahamas	France	Latvia	Poland	Thailand
Belgium	Germany	Lithuania	Portugal	Tobago
Brazil	Greece	Luxembourg	Puerto Rico	Trinidad



Canada	Hong Kong	Macau	Russia	Turkey
Chile	Hungary	Malaysia	San Marion	United Kingdom
China	Iceland	Mexico	Singapore	United States
Colombia	India	Monaco	South Africa	Uruguay
Costa Rica	Indonesia	Netherlands	South Korea	US Virgin Islands
Cyprus	Ireland	New Zealand	Spain	Venezuela
Czech Republic	Israel	Norway	St. Kitts / Nevis	

International Dial-out: An operator from one of our regional call centers dials out to your international participants and connects them to the conference. When making a reservation, provide the name and telephone number of each international participant. You designate the time and we make the call. Dial-out is offered on any Operator Assisted or Reservationless-Plus audio conference.

International Toll Dial-in: Participants in different countries can connect directly to your conference by dialing a number that is local to the conference center where the call is hosted. Participants will each pay their own applicable international long distance fees to connect to the meeting. Phone numbers are permanent and will not vary from one meeting to the next. International Toll Dial-in is available on all audio services.

International Local Access: Participants from various international cities can dial into their conference using a local number, even if the conference bridge they are connecting to is in another country. Participants will each pay their own applicable local connection fees on their regular phone bills, but this will likely be little or no charge based on their local service. See below for a listing of areas with Local Access numbers.

Additional numbers available upon request.

Australia: Sydney	France: Lyon, Marseille, Paris, Toulouse	Italy: Milan	Spain: Barcelona, Madrid
Austria: Graz, Linz, Vienna	Germany: Berlin, Frankfurt, Hamburg, Munich	Japan: Tokyo	Sweden: Stockholm
Belgium: Antwerp, Brussels	Hong Kong	The Netherlands: Amsterdam	Switzerland: Geneva, Zurich
Denmark: Copenhagen	Ireland: Dublin	Singapore	UK: London

International Links: Participants dial into a call center in their region of the world at the designated date and time. An international InterCall operator links participants to another conference call being performed in a call center in a different region. Links should be scheduled at least 24 hours in advance and are available on any Operator Assisted conference.

	U.S. / Latin America	Canada	Europe, Middle East and Africa (EMEA)	Asia Pacific (APAC)
Operations Centers	<ul style="list-style-type: none"> • West Point, GA • Newnan, GA • Lenexa, KS • Wayne, NJ 	<ul style="list-style-type: none"> • Edmonton, Alberta • Ottawa, Ontario 	<ul style="list-style-type: none"> • Gloucester, UK 	<ul style="list-style-type: none"> • Sydney, Australia • Singapore • Hong Kong

	U.S. / Latin America	Canada	Europe, Middle East and Africa (EMEA)	Asia Pacific (APAC)
Connection Options	<ul style="list-style-type: none"> • Toll-Free Dial-In (U.S. and Canada) • Int'l Toll-Free (Lat Am and other locations listed above) • Int'l Local Access (locations listed above) • Toll Dial-in 	<ul style="list-style-type: none"> • Toll-Free Dial-in (U.S. and Canada) • Int'l Toll-Free (Canada) • Toll Dial-in (Edmonton) 	<ul style="list-style-type: none"> • Toll-Free Dial-in (UK) • Int'l Toll-Free (UK) (over 70 countries) • Toll Dial-in (UK) • Int'l Local Access • Standard Int'l Dial-in 	<ul style="list-style-type: none"> • Toll-Free Dial-in (Australia, Hong Kong, India, Singapore) • Int'l Toll-Free (Australia, Hong Kong, India, Singapore) • Toll Dial-in (Australia, Singapore, Hong Kong, various locations in India) • Int'l Local Access (Shanghai, New Zealand or Tokyo, Malaysia)
	U.S. / Latin America	Canada	Europe, Middle East and Africa (EMEA)	Asia Pacific (APAC)
Languages Supported	<ul style="list-style-type: none"> • English • Spanish 	<ul style="list-style-type: none"> • English • Canadian French 	<ul style="list-style-type: none"> • English • French • German • Spanish • Italian • Polish • Swedish • Russian • Arabic • Afrikaans • Dutch 	<ul style="list-style-type: none"> • English • Mandarin • Cantonese • Japanese • Malay • Hokkien • Vietnamese • Hindi
Billing Currencies	<ul style="list-style-type: none"> • U.S. Dollar • Brazilian Real • Argentinian Peso • Mexican Peso • Chilean Peso • Venezuelan Bolivar 	<ul style="list-style-type: none"> • Canadian Dollar • U.S. Dollar 	<ul style="list-style-type: none"> • Euros • British Pounds • Dollar (U.S., Australia or HK) • Swiss Francs • Czech Koruny • Kroner (Danish or Swedish) • Japanese Yen • Polish Zlotych • Hungarian Forint 	<ul style="list-style-type: none"> • Australian Dollar • British Pounds • Hong Kong Dollar • Indian Rupee • Indonesian Rupiah • Japanese Yen • Korean Won • Malaysian



	U.S. / Latin America	Canada	Europe, Middle East and Africa (EMEA)	Asia Pacific (APAC)
			<ul style="list-style-type: none"> • Kenyan Shillings • Dirham (Morocco or UAE) • South African Rand 	<ul style="list-style-type: none"> • Ringgit • New Zealand Dollar • Thai Baht • Singapore Dollar • Taiwan Dollar • U.S. Dollar
Sales Offices	<ul style="list-style-type: none"> • All major U.S. markets • Mexico City 	<ul style="list-style-type: none"> • Edmonton, Alberta • Toronto, Ontario • Montreal, Quebec 	<ul style="list-style-type: none"> • Gloucester, UK • Bracknell, UK • Manchester, UK • Ireland • Paris, France • Frankfurt, Germany 	<ul style="list-style-type: none"> • Sydney, Australia • Melbourne, Australia • New Zealand • Bangalore, India • Delhi, India • Singapore • Hong Kong • Tokyo

Products and Features

The following chart outlines InterCall's global services—available uniformly to customers anywhere in the world.

Features	Premium (Event) Services	Operator Assisted	Reservationless-Plus	Automated
CD*	X	X	X	
Communication Line	X	X		
Conference Continuation			X	
Custom Scripting	X	X	X	
Dial-Out*	X	X	X	X
Direct Entry	X	X	X	X
Email/Fax Confirmation	X	X		X
Entry/Exit Tones			X	X
Event Registration via Web*	X			
International Toll-Free Service (ITFS)*	X	X	X	
Language/Interpretation Services	X	X	X	
Leader First/Last	X	X		
Leader Passcode			X	
Leader-View*	X	X		
Lock/Unlock conference	X	X	X	X
Music Entry	X	X	X	X
Mute/Unmute All Lines	X	X	X	X
Mute/Unmute Self	X	X	X	X



Features	Premium (Event) Services	Operator Assisted	Reservationless-Plus	Automated
(Individual)				
Name Announce	X	X	X	X
Online Reservations (not real-time)		X		
Operator Assistance - Conference	X	X	X	X
Operator Assistance - Individual	X	X	X	X
Operator Monitoring the Call	X	X		
Participant Passcode	X	X	X	X
Participant Report*	X	X		
Password or Security Passcode	X	X	X	
Playback Report*	X	X		
Polling	X	X	X	
Project Accounting Code	X	X	X	
Promotion Tape*	X	X		
Q&A**	X	X		
Record/Playback*	X	X	X	
Recurring Call	X	X		
Roll Call - Group	X	X	X	
Roll Call - Private	X	X	X	
Special Annunciator	X	X		
Streaming - Audio Only*	X	X	X	
Streaming - Audio with Slides*	X	X		
Sub-conference	X	X	X	
Taping*	X	X		
Toll Dial-In	X	X	X	X
Toll-Free Dial-In	X	X	X	X
Transcription*	X	X	X	
Web Conferencing - InterCall Unified Meeting			X	
Web Conferencing – Office Live Meeting*	X	X	X	X
Web Conferencing - MeetingCenter	X	X	X	X
Web Conferencing - EventCenter	X	X	X	X
Web Conferencing - TrainingCenter	X	X	X	X
Web Conferencing - SalesCenter	X	X	X	X
Web Conferencing - SupportCenter	X	X	X	X