

GLOBAL CONFERRING SOLUTIONS

In today's global business environment, companies need to find ways to keep the lines of communication open regardless of geographic barriers or time zone differences. That's why Communique 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 globe, with Communique you're guaranteed to be able to offer them access to the same services with similar customer experiences.

▶ THE PERFECT BALANCE FOR GLOBAL COMMUNICATIONS

Communique 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 operation centers globally Communique 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, Communique can meet all your conferencing needs.

GLOBAL EXPERTISE – People and facilities serving more than 400,000 conference leaders around the world — providing true expertise in the global conferencing marketplace.

GLOBAL SERVICES – Communique offers a complete range of solutions which can be applied seamlessly worldwide, allowing for congruent experience for employees across all regions of a company. Global offerings give our customers access to 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 included in Communique's Global Services:

- Reservationless-PlusSM, Operator Assisted, Automated Conferencing
- Event Services / Online Event Registration
- Web Conferencing: Microsoft® Live Meeting, WebEx and RainDance
- Video Conferencing

GLOBAL DEPENDABILITY – Leveraging a network operating at a predictable up-time 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.

GLOBAL SUPPORT – Communique's global team will be there to provide you with quality, professional services — whenever and wherever you need them. Not only is Communique 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 – Communique gives you 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 must span across different regions, we have multiple options for connection, allowing you to choose the most cost-effective and convenient method:

INTERNATIONAL TOLL-FREE SERVICE (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.

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|--------------|------------------|---------------|----------------|---------------------|
| • USA | • Cyprus | • Ireland | • New Zealand | • Spain |
| • UK | • Czech Republic | • Israel | • Norway | • St Kitts / Nevis |
| • Argentina | • Denmark | • Italy | • Panama | • Sweden |
| • Australia | • Dom. 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 | • Uruguay |
| • China | • Iceland | • Mexico | • Singapore | • US Virgin Islands |
| • Colombia | • India | • Monaco | • South Africa | • Venezuela |
| • Costa Rica | • Indonesia | • Netherlands | • South Korea | |

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 conferencing platforms.

INTERNATIONAL TOLL DIAL-IN: Allows participants in different countries to connect by dialing directly into the conference with a direct-dial 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. Available on all audio services.

INTERNATIONAL LOCAL ACCESS: Allows participants from various international cities to 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 bill, 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.

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

INTERNATIONAL LINKS: Participants dial into a call center in their region of world at the designated date and time. An international 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.

► GLOBAL SERVICES & SUPPORT

	US / 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
Connection Options	<ul style="list-style-type: none"> Toll-Free Dial-In (US and Canada) Intl Toll-Free (Lat Am and other locations listed above) Intl Local Access (locations listed above) Toll Dial-In 	<ul style="list-style-type: none"> Toll-Free Dial-In (US and Canada) Intl Toll-Free (Canada) Toll Dial-In (Edmonton) 	<ul style="list-style-type: none"> Toll-Free Dial-In (UK) Intl Toll-Free (UK) (over 70 countries) Toll Dial-In (UK) Intl Local Access Standard Intl Dial-In 	<ul style="list-style-type: none"> Toll-Free Dial-In (Australia, Hong Kong, India, Singapore) Intl Toll-Free (Australia, Hong Kong, India, Singapore) Toll Dial-In (Australia, Singapore, Hong Kong, various locations in India) Intl Local Access (Shanghai, New Zealand or Tokyo, Malaysia)
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"> US Dollar Brazilian Real Argentinian Peso Mexican Peso Chilean Peso Venezuelan Bolivar 	<ul style="list-style-type: none"> Canadian Dollar US Dollar 	<ul style="list-style-type: none"> Euros British Pounds Dollar (US, Australia or HK) Swiss Francs Czech Koruny Kroner (Danish or Swedish) Japanese Yen Polish Zlotych Hungarian Forint Kenyan Shillings Dirham (Morocco or UAE) South African Rand 	<ul style="list-style-type: none"> Australian Dollar British Pounds Hong Kong Dollar Indian Rupee Indonesian Rupiah Japanese Yen Korean Won Malaysian Ringgit New Zealand Dollar Thai Baht Singapore Dollar Taiwan Dollar US Dollar

▶ GLOBAL SERVICE PRODUCTS & FEATURES

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

Features	Premium (Event) Services	Operator Assisted	Reservationless-Plus SM	Automated
CD*	X	X		
Communication Line	X	X		
Conference Continuation			X	
Custom Scripting	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 (ITFS) Dial-In*	X	X	X	
Language Services	X	X	X	
Leader First/Last	X	X		
Leader Passcode			X	
Leader-View*	X	X		
Legal Connect		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 (Individual)	X	X	X	X
Name Announce	X	X	X	X
Online Reservations (not real-time)		X		
Operator Assistance - Conference	X	X	X	X
Operator Assistance - Individual			X	
Operator Monitoring the Call	X	X		
Participant Passcode			X	X
Participant Report* (Facts Complete)	X	X		
Password or Security Passcode	X	X		
Playback Report*	X	X		
Polling	X	X	X	
Project Accounting Code	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		
Special Annunciator	X	X		
Streaming - Audio Only*	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		
Web Conferencing - Live Meeting	X	X	X	X
Web Conferencing - WebEx*	X	X	X	X
Web Conferencing - RainDance*	X	X	X	X