Reservationless Audio Conferencing Overview

The world leader in conferencing.
Corporate Overview

• Leading global provider of conferencing and virtual event solutions
• Corporate headquarters in Reston, VA (since 2001)
• Operations in 26 countries
• 10+ years conferencing experience
• Executed 100.3 million conference call minutes in 2010
• Worldwide production capabilities
• World class global partnerships
• Extensive blue chip client base
• Largest services team in the Industry
• Communiqué Conferencing has maintained an A+ rating with Business Bureau's (BBB) Accredited Business certification since October 2002. This award confirms Communiqué's commitment to customer satisfaction and excellence in business practices.
Communique Advantages

- **Low prices** with no set up fee or monthly fee.
- **24x7x365 live support**: Support centers based in North America, Europe and Asia provide service 24x7, local representation, in-country language (19 languages) or familiar dialects.
- **Reliable international conference call access**: We have toll-free and local access numbers in more countries than any other provider (109 countries). Our facilities serve more than 400,000 conference leaders around the world.
- **Custom Branding**: We can private brand your conference call service to promote your company and build your brand as attendees join your calls. “Welcome to the XYZ company conferencing center. Please enter your PIN code..”
- **Unique Features**: Mobile phone integration, Outlook e-mail integration, and online call controls.
One Stop Shop for Conferencing

Audio Conferencing
- Reservationless
- Operator Assisted Events: 10,000+ large events every month
- 70% of Fortune 1000 trust for their important announcements

Video Conferencing
*Full and reservationless video*
- ISDN and IP bridging
- Video-to-web streaming
- Managed services
- Worldwide Room rental
- Equipment sales

Web Conferencing

Virtual Events
- Virtual Trade Shows
- Virtual Training Environments
- Webcasting
- Webinars
Deep Global Commitment

- Commitment to quality and service worldwide:
  - Operations facilities in Europe, Asia Pacific, Canada, Latin America and U.S.
  - 100% focus dedicated to conferencing

- Global footprint: systems, products, processes and operations in synch
- Integrated systems: all facilities work off the same network
- Multilingual: our support staff is equipped to handle a multitude of languages

![Map showing global locations with highlighted regions and employee counts](image-url)
Strong Presence: United States

Northwest Offices
San Francisco, San Mateo, Seattle, Portland, Denver, Kansas City, St. Louis

North Central Offices
Chicago, Ohio, Minneapolis

NY / NJ Offices
New Jersey, Manhattan

Northeast Offices
Boston, Philadelphia, D.C

Southwest Offices
Phoenix, Los Angeles, Irvine, Houston, Dallas

Southeast Offices
Atlanta, Carolinas, Tampa, Fort Lauderdale
Europe, Middle East & Africa

- Primary Call Centre and bridges located in Gloucester, UK with co-location site in Swindon, UK.
- Sales offices in: Bracknell, UK; Glasgow, UK; London, UK; Paris, France; and Frankfurt, Germany.
- Billing available in variety of currencies and languages.
- Support available in a variety of languages:
  - English
  - French
  - German
  - Spanish
  - Italian
  - Swedish
  - Russian
  - Polish
  - Arabic
Asia Pacific

- Three primary call centers: Australia (Sydney), Singapore and Mumbai, India.

- Seven bridge locations: Sydney; New Zealand (Auckland); Tokyo; Hong Kong; Shanghai; Singapore; and Mumbai.

- Sales offices in: Australia (Sydney and Melbourne; Singapore; Hong Kong; Shanghai; Auckland; Tokyo; Mumbai; Delhi; Bangalore; Chennai; Pune; and Hyderabad.

- Billing available in variety of currencies and languages
- Almost 50% of employees are bi- and tri-lingual
- Support available in a variety of languages
  - English
  - Mandarin
  - Cantonese
  - Japanese
  - Indonesian
  - Taiwanese
  - Malaysian
  - Vietnamese
• Operations in Edmonton, Alberta
• Sales in Edmonton, Alberta; and Toronto, Ontario.
• Support available in English and French.
**Conference Call Keypad Commands**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*0</td>
<td>Operator assistance - entire call</td>
</tr>
<tr>
<td>00</td>
<td>Operator assistance - individual</td>
</tr>
<tr>
<td>*1</td>
<td>Dial-out to a participant</td>
</tr>
<tr>
<td>*2</td>
<td>Record your call (playback available online, MP3 download or telephone replay)</td>
</tr>
<tr>
<td>*3</td>
<td>Change entry/exit method (recordings, tones, silence)</td>
</tr>
<tr>
<td>*4</td>
<td>Private roll call</td>
</tr>
<tr>
<td>*51/#51</td>
<td>Lecture mode - Mute/unmute all lines except Leader’s</td>
</tr>
<tr>
<td>*6/#6</td>
<td>Mute/unmute – individual line</td>
</tr>
<tr>
<td>*7/#7</td>
<td>Lock/unlock conference (including Operator)</td>
</tr>
<tr>
<td>*8</td>
<td>Allow/disallow conference continuation</td>
</tr>
<tr>
<td>*9</td>
<td>Start/join subconferencing</td>
</tr>
<tr>
<td>*99</td>
<td>Disconnect all lines except the leaders</td>
</tr>
<tr>
<td>*#</td>
<td>Private participant count</td>
</tr>
<tr>
<td>**</td>
<td>List available keypad commands</td>
</tr>
</tbody>
</table>
Outlook Integration – One Click Invites

With a single click, your conferencing details are automatically inserted into an email, making scheduling your meetings a snap. By using a plug-in, you can quickly and easily create, edit and schedule meetings with pre-defined conferencing information right from your Outlook toolbar.

- Create one-click access to conferencing information using buttons in your emails toolbar and the Outlook meeting invitation window.

- Easily add audio or web conferencing information, including conference dial-in numbers, passcodes and web conference URLs, to your Outlook emails and meeting invitations.

- Send meeting requests via your Outlook iCalendar allowing attendees to accept, decline or tentatively accept the meeting invitation.
Want a simpler way to connect to meetings when you’re on the go? Or do you need an easier way to organize the dial-in numbers and passcodes for several different meetings? Now Mobile Assistant, a free service, gives you one-touch dialing into your conferences from your mobile phone.

- Store up to 256 unique sets of audio conference details from weekly, recurring meetings to one time calls you need to attend while mobile.

- Start and join audio conferences with the push of a single button. You no longer need to enter your dial-in number, conference code and leader PIN.

- Join audio conferences as a participant or a leader. You indicate the details when creating your profile.
Leader Smart Entry

Easily start your conference call as the leader without entering a PIN code.

Store a phone number so when you dial in from that number to start your conference, our system will recognize the number and automatically join you to your conference as the leader without inputting your Conference code and leader PIN.
Online Call Manager

Communique Online allows you to easily manage and control your conference calls online with the click of a mouse.

- Active talker feature indicating which conference call attendee is speaking
- Mute/unmute attendee lines
- Online chat
- Dial out feature available to both the leader and participants
- Edit default conference call options
- Sub conferencing controls
- Record and archive calls for playback (also download MP3)
Record & Playback digitally records your conference call for participants who were unable to attend or for those who would like to listen to it again. Several playback formats are available: For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording.

Available formats:

- **Online archive** – send attendees a link to listen to your recording online

- **MP3 or WAV file** – download a copy of your recording

- **Telephone playback** – attendees dial a toll-free or local access number and enter a PIN code to listen to your recording

- **CD ROM** – Records the call to a CD ROM format
Post Conference E-Mail

Keep an attendance roster of your participants with an email record of which participants were on the phone. Also, keep track of your total conferencing minutes to anticipate your call’s budget.

Thank you for using Communiqué Conferencing service. Details about your recent conference are listed below:

Owner: Your Name Here
Conference Began: 13:24 EST
Conference Ended: 11/18/09 16:00:39 EST

Participants on the Phone:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Time Joined(EST)</th>
<th>Time Left(EST)</th>
<th>Minutes on the Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>2503591234</td>
<td>01:54 PM</td>
<td>02:59 PM</td>
<td>65</td>
</tr>
<tr>
<td>9096421234</td>
<td>01:58 PM</td>
<td>03:00 PM</td>
<td>62</td>
</tr>
<tr>
<td>4088441234</td>
<td>01:45 PM</td>
<td>03:00 PM</td>
<td>75</td>
</tr>
<tr>
<td>9207871234</td>
<td>01:52 PM</td>
<td>03:00 PM</td>
<td>68</td>
</tr>
<tr>
<td>7142321234</td>
<td>01:54 PM</td>
<td>02:56 PM</td>
<td>62</td>
</tr>
<tr>
<td>8059341234</td>
<td>01:57 PM</td>
<td>03:00 PM</td>
<td>63</td>
</tr>
<tr>
<td>4805071234</td>
<td>02:00 PM</td>
<td>03:00 PM</td>
<td>60</td>
</tr>
<tr>
<td>2503561234</td>
<td>02:01 PM</td>
<td>03:00 PM</td>
<td>59</td>
</tr>
</tbody>
</table>

If you have any questions about this service or this summary in particular, please contact our support staff:

Phone: 800-374-1709

Thanks again for choosing Communiqué Conferencing. We look forward to serving your future conferencing needs.
“Welcome to the <your company name> conference center. Please enter the conference code, followed by the pound or hash sign. If at any point during the conference you do require operator assistance, please press star zero.”
Handy Wallet Card

Owner name: John Doe
Owner number: 1234567
Customer Service: 800.374.2441 +1.706.645.8600

Dial-in number(s): 800.123.4567 +1.706.123.4567
Conference code: 1234567890
Leader PIN: 0000

Reservationless-Plus Keypad Commands

- 0 Operator assistance – conference
- 00 Operator assistance – individual
- 1 Dial-out to a participant†
- 2 Begin/end conference record†
- 3 Change entry/exit method†
- 4 Private roll call
- 5 Mute all lines except leader’s†
- 5 Unmute all lines†
- 6 Mute your own line
- 6 Unmute your own line
- 7 Lock conference†
- 7 Unlock conference†
- 8 Conference continuation on/off†
- 9 Start/join sub-conferencing
- 9 Lecture mode on†
- 9 Lecture mode off†
- 99 Disconnect all lines except leader’s†
- 99 Private participant count
- 12 List available keypad commands

†leader only command
Additional Features

- Auto Continuation
- Conference Breakdown
- Consecutive Interpretation
- Custom Call Flow
- Dial-Out
- Entry/Exit Announcement
- Force Disconnect
- Group Mute/Unmute
- International Access
- Mute All Attendees
- Lock/Unlock
- Multiple Leaders
- Operator Assistance
- Participant List
- Post-Conference Emails
- Private Participant Count
- Project Accounting Codes (PAC)
- Quick Start
- Record & Playback
- Roll Call
- Security Passcode
- Self Mute/Unmute
- Sub-conference
- Third-Party Conference Start
- Waiting Room
24x7x365 Live Support

Customer Support Centers
- Georgia (2)
- Colorado
- New Jersey
- Edmonton
- London
- Sydney
- Singapore

Presenter & Attendee Assistance
- Less than 1% of meetings require technical support
- Number one support request is users forgetting their conference ID or PIN
- Skilled operators assist with audio, web and video in one call
- Requests answered within 11 seconds on average
- Help available by phone, e-mail or within the meeting
- No menu prompts
Happy Clients

Deloitte
Fidelity Investments
Wyeth
DHL Worldwide Express
IBM

Reuters
Merrill Lynch
Cisco Systems
Pfizer
Delta

Cardinal Health
Gateway
STAPLES
AMD

HP

Credit Suisse
Lilly

eBay
Fujitsu

communique
Awards

Communiqué Conferencing named as one of America's 5000 fastest growing private companies in America. As an Inc. 500/5000 awardee, Communiqué Conferencing shares a prestigious pedigree with such notable alumni as Intuit, Zappos, Under Armour, Microsoft, Jamba Juice, Timberland, Visa, ClifBar, Patagonia, Oracle, and scores of other powerhouses.

Awarded ‘Best Webinar Solution’ by Elearning! Magazine

Frost and Sullivan North American Market Share Leadership Award – 2011

Recognized as one of the top philanthropic and green businesses in the Washington, DC metro area.

Communiqué Conferencing has maintained an A+ rating with Business Bureau's (BBB) Accredited Business certification since October 2002. This award confirms Communiqué's commitment to customer satisfaction and excellence in business practices.
The 3 Pillars of Communique: Conferencing, Customer Service, Culture
1. Deliver *Fanatical* Customer Service
2. Honesty and integrity with everything we do
3. Value customer relationships as partnerships
4. Develop and maintain world-class employees
5. Embrace and Drive Change
6. Do More with Less
7. Be Passionate and Determined
8. Be Humble
Contact Us

Website: www.communiqueconferencing.com
Email: Sales@CommuniqueConferencing.com

Phone:
• US & Worldwide: 1+866-332-2255 or 1+202-266-0058
• Canada: 1+866-332-2255
• UK: 0808 238 0649
• Ireland: 1 800932407