



SpeakSpace International Conferences

Tips for a Successful Global Conference Call

As you host and join more and more international conference calls, it is important that you and your participants feel they were professional and productive at the same time. When you hang up from your conference call, you want to feel that you accomplished your objectives and didn't just waste 30 minutes of your time. International calls can be stressful and puzzling, so we've created these useful instructions and suggestions to help make sure they are a success.

Structure of an International Number

When you're used to seeing phone numbers in a certain formation, international ones can look like one big long string. Here's how to break them down.

Example: (++) (034) (123456)

- + The single or double + reminds you to add your international access code
- + 12 is the country code (Note: Number of digits can vary)
- + 034 is the city or area code (Note: Number of digits can vary)
- + 123456 is the local number (Note: Number of digits can vary)

International Dial-In Instructions

Dialing internationally can sometimes be confusing. Follow these simple steps to easily connect with people around the world.

CALLING INTERNATIONALLY FROM THE U.S./CANADA

(Access Code) (Country Code) (Area or City Code) (Local Number)

- 1 Dial the access code (U.S./Canada is 011).
- 2 Dial the country code.
- 3 Dial the area or city code (some countries don't use an area or city code, in which case you can omit this step).
- 4 Dial the local number.

CALLING THE U.S./CANADA FROM AN INTERNATIONAL LOCATION

- 1 Dial 001 (the 00 is the direct dialing prefix and the 1 is the country code for the U.S. and Canada).
- 2 Dial the American/Canadian number (area code plus local number).

Your International Dial-In Numbers

You can obtain a list of your international dial-in numbers at any time. Just follow the instructions below. Because international dial-in numbers can change, it is a good idea to check back often to see if new numbers have been assigned to your account.

- 1 Go to www.speakspace.tconline.com
- 2 Enter your username and password (if you have not established an online account, please create that first).
- 3 Click **Login**.
- 4 Choose your conferencing service in the My Dial-In Information section. A new window will appear with a list of your designated dial-in numbers.

International Conference Call Etiquette

Calling different countries around the globe can be complicated. Review these helpful tips before your next meeting with international participants.

+ Recognize the International Date Line

- Crossing the International Date Line can cause confusion. Determine the correct date your conference will be held, based on the location of your international participants.

+ Know Your International Time Zones

- It is important to understand the time of the call in both the U.S. and all international locations of your participants.

+ Research to Understand Your Participants' Culture

- Business etiquette differs from country to country. To make a great impression, take the time to research and learn about the culture of your participants' country. Should you use first or last names when addressing participants? Are formal or informal presentations customary? Garner huge rewards with these small efforts.

+ Be Prepared to Minimize Your Language Barrier

- Email relevant presentations or notes before your conference call. Having this information to review prior to your call may help your participants with language barriers to prepare for your meeting. It will also give them more confidence to ask questions during your meeting. Or better yet, use one of our web conferencing solutions. Everyone can see what you are talking about and you'll have a more productive meeting.

+ Remember to be on Time for Your Meeting

- Being just five minutes late in certain countries is enough to upset your conference call participants. If you are late to your meeting, make sure to apologize and briefly explain your delay. The best rule of thumb is to be on your conference call before your participants join.

+ Take Your Time When Speaking

- Be aware of how fast you speak, especially if a language barrier is at hand. Americans usually speak more rapidly than other cultures. Make a conscious effort to ensure you are speaking clearly and slowly. In addition, stop occasionally to ask your participants if they are following along.

+ Translate Your Conference Call

- Ease your participants' anxiety over the potential of a language barrier. We offer interpretation services to help keep your communication lines open and get your word out around the world.
- **Consecutive Interpretation:** This is the most common form of interpretation. A speaker speaks, and then pauses for an interpreter to render what is said. During

your conference the interpreter(s) and all participants are in the same conference and everyone hears all the languages that are spoken.

- **Simultaneous Interpretation:** Separate conferences are held for each language that is spoken. The speak hosts the main call in English as interpreters simultaneously render what is spoken in separate conferences. This allows for a conference free of pauses and interruptions.

+ **Watch What You Say**

- Be careful of your use of humor and slang, as they don't typically translate well. This also applies with people who may speak the same language as you. People often take what you say literally if they are not familiar with your culture.

+ **Offer Alternate Access to Your Conference Call**

- At times, regardless of the amount of preparation, it is nearly impossible to arrange a suitable time for all international participants to join your conference call. We offer Record & Playback options for those participants that missed your call so they can listen to your meeting at their convenience.

Contact your sales representative to learn more about our international dial-in options, web conferencing, interpretation services and Record & Playback to ensure you have the most effective and productive conference calls.

International Local Access

To be a success in today's global economy people need the ability to connect regardless of geographic location or time zone differences. We offer a wide range of global conferencing solutions, providing you with reliable and consistent service - no matter where you or your participants are located.

Using our easy-to-use International Local Access (ITL), participants from various international locations can dial into their U.S.-hosted conference using a local number. ITL covers 17 countries and 30 major cities outside the U.S., throughout Europe and the Asia Pacific. ITL is a simple, cost-effective solution to expand your global reach and help you create better connections to achieve your objectives and succeed.

What You Can Expect:

By using our International Local Access, you can anticipate a simple and dependable solution that will prove to be cost saving.

- + **Consistency:** Send international participants city specific local numbers to dial into a U.S.-hosted conference call
- + **Ease-of-Use:** Provide familiar number formats to international participants
- + **Cost-Effective:** Receive a flat rate for all cities

Same Experience, Multiple Continents:

While saving money, obtain the same conferencing familiarity across all continents by providing local dial-in numbers to your international participants.

- + Incur little or no long distance charges
- + Prevent added international surcharges by having international participants use local access numbers to dial into a U.S.-hosted conference call
- + Have unlimited capacity and reliable connectivity from all mobile networks, hotels, and payphones
- + Maintain the same conferencing experience whether you are an international or domestic participant

Connecting People Worldwide:

Unite your domestic and international participants for a variety of meetings and events.

- + Join international participants to Reservationless-Plus, Operator Assisted, and/or Direct Event conference calls
- + Bring together worldwide participants for weekly status meetings
- + Arrange sales meetings with employees and prospects located internationally
- + Link cross-functional teams from around the world
- + Organize event calls with a streamlined experience for both domestic and international participants
- + Connect global participants on quarterly Investor Relations calls

Available Cities:

Here is a list of available International Local Access cities, which is continually updated.

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

International Toll-Free Service

To be a success in today's global economy, people need the capability to connect despite their geographic location. We offer a broad range of global conferencing solutions, providing you with dependable and consistent service - no matter where you or your participants are located.

Using our easy-to-use International Toll-Free Service (ITFS), participants from various international locations can dial into your U.S.-hosted conference using a country specific toll-free number. ITFS covers over 50 countries outside the U.S. ITFS is a simple, cost-effective solution to expand your global reach and help you create better connections to obtain your business goals.

What You Can Expect:

By using our International Toll-Free Service, you can anticipate a simple and dependable solution.

- + Consistency: Send international participants country specific toll-free numbers to dial into a U.S.-hosted conference call
- + Convenience: Host on-demand international conference calls 24/7
- + Ease-of-Use: Provide familiar number formats to international participants
- + Familiarity: Maintain the same conferencing experience whether you are an international or domestic participant

Connecting People Worldwide:

Unite your domestic and international participants for a variety of meetings and events.

- + Join international participants to Reservationless-Plus, Operator Assisted, and/or Direct Event conference calls
- + Bring together worldwide participants for weekly status meetings
- + Arrange sales meetings with employees and prospects located internationally
- + Link cross-functional teams from around the world
- + Organize event calls with a streamlined experience for both domestic and international participants
- + Connect global participants on quarterly Investor Relations calls

To START or JOIN a meeting

1. Dial-in numbers:
United States
Toll Free (866) 503-4605
Toll (213) 443-4974
2. Enter the conference code:
3. If you are the moderator, enter your leader PIN

Telephone Numbers:

Argentina
+54 (0)8003330711

Australia
+61 1800635054
Sydney +61 (0)-282239877

Austria
+43 (0)800296166
Vienna +43 (0)19281063

Bahamas
+1 18002054782

Belarus
+375 8800114

Belgium
+32 (0)80074091
Antwerp +32 (0)34000310
Brussels +32 (0)24003531

Bolivia
+591 800100103

Brazil
+55 (0)8008916311

Bulgaria
+359 (0)08001100203

Chile
+56 12300206931

China
N (China Netcom) +86 108007130776
S (China Telecom) +86 108001300744

Colombia
+57 (0)18009134022

Costa Rica
+506 (0)8000131036

Croatia
+385 (0)800222650

Czech Republic
+420 800142297

Denmark
+45 80886120
Copenhagen +45 (0)32714405

Dominican Republic
+1 18887518389

Egypt
+20 23640083

El Salvador
+503 8006375

Finland
+358 (0)800112720
Helsinki +358 358972519302

France
+33 (0)800905437
Lyon +33 (0)426031129
Marseille +33 (0)486060057
Paris +33 (0)176748990
Toulouse +33 (0)567804153

Germany
+49 (0)8001821592
Berlin +49 (0)30590024927
Frankfurt +49 (0)6922221674
Hamburg +49 (0)40809020734

Greece
+30 (0)080018092024132

Hong Kong
+852 2134434922
+852 800901136
Hong Kong +852 (0)-30114603

Hungary
+36 (0)680018610

Iceland
+354 8008083

India
+91 (0)008001006245

Indonesia
+62 (0)018030152021817

Ireland
+353 1800559980
Dublin +353 (0)12475629

Israel
+972 1809245950

Italy
+39 800870179
Milan +39 (0)236049233
Rome +39 (0)645230543

Jamaica
+1 18664255996

Japan
+81 (0)0531160597
Tokyo +81 357674029

Kenya
+254 (0)800220115

Lithuania
+370 880030328

Luxembourg
+352 80025977

Malaysia
+60 1800812568

Mexico
+52 (0)018887579483

Monaco
+377 80093352

Netherlands
+31 (0)8000226187
Amsterdam +31 (0)207075552
Rotterdam +31 (0)107114853

New Zealand
+64 (0)800446292

Nicaragua
+505 18000551

Norway
+47 80015566

Panama
+507 (0)018002024405

Peru
+51 (0)80053332

Philippines
+63 180011100963

Poland
+48 (0)08001113741

Portugal
+351 800813478
Lisbon +351 (0)1211201028

Romania
+40 (0)808035030

Russian Federation
+7 81080025511012

Saint Kitts & Nevis Anguilla
+1 18007449305

Singapore
+65 8001011804
Singapore +65 66221028

Slovak Republic
+421 (0)800042139

South Africa
+27 (0)800980259

South Korea
+82 (0)0308131716

Spain
+34 900941729
Barcelona +34 (0)934923275
Madrid +34 914142527

Sweden
+46 (0)20797609
Stockholm +46 (0)850619596

Switzerland
+41 (0)800561650
Geneva +41 (0)225803308
Zurich +41 (0)445807165

Taiwan
+886 (0)0801148742

Thailand
+66 (0)01800132024591

Trinidad and Tobago
+1 18002024620

Ukraine
+380 8100180

United Kingdom
+44 (0)8082348621
London +44 (0)2031070236

Uruguay
+598 (0)0040190132

Venezuela
+58 8001627195