

GLOBAL TOLL-FREE CONFERENCING

FAQ

Q: What is Telstra International Global Toll-Free Conferencing service?

A: Telstra International Global Toll-Free Conferencing service provides international toll-free/freephone numbers that allow you to conference from international locations. Global Toll-Free numbers offer on-demand convenience for local, regional and global conferences for both Chairpersons and Participants with 24x7 Customer Care support.

Q: How do I use Telstra International Global Toll-Free Conferencing numbers?

A: A Chairperson dialing from one of the available countries could dial the toll-free/freephone number shown on the table on the next slide to dial in and start a Conference.

- Chairperson: To initiate a Conference, dial the appropriate Global “800” number and when prompted, enter your 7-digit access code and Chairperson passcode. Follow the prompts to start the call.

If participants are dialing from any of the countries supported, they may be given the Global Toll-Free access number corresponding to their location. They will dial this number to join the Conference.

- Participant: To join a Conference, dial the Global Toll-Free number provided to you by your Chairperson and when prompted, enter the 7-digit access code (also provided by the Chairperson).

To get your Global Toll-free numbers, visit www.telstra-usa.com/product-services/collaboration/gtfc

Q: Where can I view global Customer Care phone numbers?

A: It's located on the face of your Wallet Card or online at www.telstra-usa.com/product-services/collaboration/gtfc. Our Customer Care Center is open 24 hours a day, 7 days a week.

Q: What does ITFS mean?

A: ITFS stands for International Toll-Free Number. ITFS is the specific type of access that is associated with your Telstra International Global Toll-Free Conferencing numbers, providing easy instructions and access to key business locations.

Q: What does UIFN mean?

A: UIFN stands for Universal International Freephone Number. UIFN's are not generally the type of access associated with Telstra International Global Toll-Free Conferencing numbers, rather ITFS access is provided for easy access and instructions.

Q: What is a geographic toll number?

A: A geographic toll number is toll number (the caller pays the long distance charges) that is recognizable to the person in the country which it is offered.

Q: What is “mobile access”?

A: If mobile access is granted, this means you can dial a Telstra International Global Toll-Free Conferencing number from your mobile/cell phone. If mobile access is not granted, this means you cannot dial the number from your mobile/cell phone; rather you can access a conference by dialing a toll number.

Q: What is a mobile operator?

A: A mobile operator is the provider of your mobile service.

Q: My Global Toll-Free number indicates that mobile access is “open”. What does that mean?

A: When mobile access is open, this means that you are able to dial a Telstra International Global Toll-Free Conferencing number from your mobile/cell phone.

Q: My Global Toll-Free number indicates that mobile access is “partial”. What does that mean?

A: When mobile access is partial, this means that you may be able to dial a Telstra International Global Toll-Free Conferencing number from your mobile/cell phone, depending on your mobile/cell phone provider’s network restrictions.

Q: My Global Toll-Free number indicates that mobile access is “blocked”. What does that mean?

A: When mobile access is blocked, this means that you are not able to dial a Telstra International Global Toll-Free Conferencing number from your mobile/cell phone.

Q: What does “mobile access available at a premium rate” mean?

A: This statement means that a user can dial a Telstra International Global Toll-Free Conferencing number from their mobile phone after speaking with their Telstra International Account Manager.

Q: I need to dial a Global Toll-Free for Japan from my mobile/cell phone. If KDDI is my mobile/cell phone provider, how do I register with KDDI?

A: KDDI requires users to register with them in order to be able to dial international phone numbers, such as Telstra International Global Toll-Free Conferencing, from your mobile/cell phone. To register, dial #00777160 for registration at KDDI’s Mobile Customer Care Center.