

# Conferencing

# Global Access Information

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Global Access allows audio conferencing participants the ability to join calls from around the globe using local and freephone dial-in numbers.

## Audio Conferencing Zone / Region Banding

Verizon Business reserves the right to modify the lists of countries contained within the Zones at any time.

Please contact your Account Manager for further details or information regarding additional access countries currently in development.

Zones A thru G are available across all service levels and include Dial Out from Web Moderator on Instant Meeting and Operator Dial Out on Standard and Premier Service Levels

Zone A	Country	Free Phone	Local Toll
	Austria	X	X
	Belgium	X	X
	Denmark	X	X
	France	X	X
	Germany	X	X
	Ireland	X	X
	Italy	X	X
	Luxembourg	X	X
	Netherlands	X	X
	Spain	X	X
	Sweden	X	X
	Switzerland	X	X
United Kingdom	X	X	

Zone B	Country	Free Phone	Local Toll
	Canada **	X	X
	USA	X	X

Zone C	Country	Free Phone	Local Toll
	Australia (inc Tasmania)	X	X
	Hong Kong	X	X
	New Zealand	X	X
	Japan - Osaka & Tokyo	X	X
	Romania		X
South Korea	X	X	

Zone D	Country	Free Phone	Local Toll
	Malaysia	X	
	Singapore	X	X
	Taiwan	X	X
	Turkey	X	

Zone E	Country	Free Phone	Local Toll
	Czech Republic	X	X
	Finland	X	X
	Greece	X	X
	Estonia	X	
	Norway	X	X
	Slovakia	X	X

Zone F	Country	Free Phone	Local Toll
	Argentina	X	
	Brazil - Rio de Janeiro & Sao Paulo	X	X
	Costa Rica *	X	
	Croatia	X	
	Hungary	X	X
	Israel	X	
	Mexico	X	X
	Panama	X	
	Poland	X	
	Portugal*	X	X
	Russia	X	
	South Africa	X	
	Uruguay	X	

Zone G	Country	Free Phone	Local Toll
	Chile	X	
	China	X	X
	Colombia	X	
	Egypt*	X	
	India	X	X
	Indonesia	X	
	Latvia	X	
	Peru	X	
	Philippines	X	X
	Saudi Arabia*	X	
	Thailand	X	
	UAE	X	
Vietnam*	X		
Venezuela	X		

\* Available on some bridges.

US dial in FreePhone and Local Toll numbers where available.

### Dialing Information

To assist leaders and participants in ensuring that the correct country access method is used, the information in the table below provides a guide for all conference call participants.

For specific questions on any of the local carriers mentioned below, please contact the relevant carrier directly.

Global Access Country	Access Information for Call Leaders and Participants
Canada	Participants and leaders located in Canada can dial the US Toll number to access their conference call. Participants and leaders in Quebec and Ontario provinces can also use the US Toll Free access number.
China Local Toll	Normal dialing rules apply to local access numbers for participants using a local China access number. This number can be accessed from anywhere in China, but can only be accessed within China
China Freephone A	Participants should use the China Freephone A number when dialing from North China (Beijing, Tianjin, Heilongjiang, Jilin, Liaoning, Shandong, Hebei, Henan, and Inner Mongolia) through China NetCom. Freephone participants may experience issues with connectivity using a mobile phone and are advised to dial from a fixed phone. <i>Note: Customers connected to newly formed local provider China TieTong will be unable to dial any Freephone number as this provider does not currently have the required license to provide this service</i>
China Freephone B	Participants should use the China Freephone B number when dialing from South China (Shanghai, Jiangsu, Zhejiang, Anhui, Fujian, Jiangxi, Hubei, Hunan, Guangdong, Guangxi, Hainan, Chongqing, Sichuan, Guizhou, Yunnan, Tibet Autonomous Region, Shan(3)xi, Gansu, Qinghai, Ningxia, Xinjiang Autonomous Region) through China Telcom. Call participants may experience issues with connectivity using a mobile phone and are advised to dial from a fixed phone. <i>Note: Customers connected to newly formed local provider China TieTong will be unable to dial any Freephone number as this provider does not currently have the required license to provide this service.</i>
Colombia	Normal dialing rules apply to freephone numbers for participants using a Colombian access number, although access is only available from a fixed line phone.

Costa Rica	Normal dialing rules apply to calls originating from Costa Rica using a land line phone. Calls originating from a mobile device are restricted.
Greece	Normal dialing rules apply to both local access and freephone numbers for participants using a Greek access number, however these numbers cannot be dialled outside of Greece.
India Freephone A	<p>Participants require IDD to be enabled in order to use India A freephone access. Participants will need to be connected to one of the following local carriers for their call to connect to the conferencing bridge:</p> <ul style="list-style-type: none"> <li>• BPL</li> <li>• MTNL</li> <li>• BSNL (all regions but Bhopal)</li> <li>• TATA</li> <li>• TouchTel - from Chennai and Delhi</li> <li>• Reliance</li> <li>• Bharti</li> </ul> <p>Also supported is mobile connectivity from Hutchison mobile, TATA, Reliance, Vodaphone and Bharti Airtel. No other carriers are supported. Other restrictions may apply based on participant location and carrier utilized.</p>
India Freephone B	<p>Participants require IDD to be enabled in order to use India B freephone access. Participants will need to be connected to one of the following fixed and mobile carriers:</p> <ul style="list-style-type: none"> <li>• Reliance</li> <li>• Bharti / Airtel</li> <li>• Vodaphone</li> </ul> <p>Landline participants can access from the following cities: Ahemdabad, Amritsar, Bangalore, Chennai, Cochin, Delhi, Ernakulam, Jaipur, Jalandhar, Kolkotta, Mumbai, Nagpur, Hyderabad, Pune, Chandigarh and all major cities.</p> <p>Mobile participants can access from the following states: Andhra Pradesh, Assam, Bihar, Gujarat, Himachal Pradesh, Haryana, Jammu &amp; Kashmir, Karnataka, Kerala, Maharashtra, Madhya Pradesh, North East, Orissa, Punjab, Rajasthan, Tamil Nadu, UP (East), UP (West), West Bengal.</p> <p>Other restrictions may apply based on participant location and carrier utilized.</p>

India Freephone C	<p>India C has no IDD requirement; therefore end-users dialing into India C will not need to have IDD service enabled on their phones. Participants subscribed with the following fixed and mobile carriers that operate on corresponding licensed circles can dial India C freephone:</p> <ul style="list-style-type: none"> <li>▪ Reliance</li> <li>▪ Bharti / Airtel (all licensed circles except Jammu &amp; Kashmir and North-East)</li> <li>▪ Tata</li> <li>▪ BSNL (all licensed circles except Jammu &amp; Kashmir and North-East)</li> <li>▪ MTNL</li> <li>▪ Vodafone (all licensed circles except West Bengal &amp; Andaman)</li> <li>▪ Other carriers including : Idea, Aircel, HFCL, Spice, Shyam, Dishnet, BPL, Loop Mobile</li> </ul>
India Local Toll	Normal dialing rules apply to the local access numbers for participants using an India local / toll access number.
Indonesia	Participants require IDD to be enabled in order to use freephone access from Indonesia. Participants need to be connected to IndoSat for their call to connect to the conferencing bridge. No other carriers are supported.
Japan	<p>Freephone numbers in the format of 0034-800-xx-xxxx can only be used by participants if their local carrier is NTT. Mobile phone users of freephone numbers in the format of 00531 xx(x)xxxx can only be used if subscribers pre-register with KDDI. To register, users can call 0077-7160 from their mobile phones. Some IP phones may be restricted from dialing the Japan Freephone number.</p>
Malaysia	Participants using the Malaysia freephone number will need to be connected to Telekom Malaysia or the call will not be able to be connected.
Mexico	Normal dialing rules apply to both local access and freephone numbers for participants using a Mexico access number although Telmex is unable to provide access from payphones.
New Zealand	Normal dialing rules apply to both local access and freephone numbers for participants using a New Zealand access number, however mobile phone users are not able to use the freephone numbers and are advised to use the local access number provided.
Philippines	<p>Participants require IDD to be enabled in order to use freephone access from Philippines. Participants will need to be connected to either one of the following local carriers for their call to connect to the conferencing bridge:- Globe or PLDT. No other carriers are supported.</p> <p>Normal dialing rules apply to the Philippines local access numbers.</p>

Russia	Participants using the Russia freephone number will need to be connected to Rostelcom or the call will not be able to be connected. Mobile access is not available.
Saudi Arabia	Normal dialing rules apply to freephone numbers for participants using a Saudi Arabia access number. Mobile phone access is available with STC only.
Taiwan	Normal dialing rules apply to local access numbers for participants using a Taiwan number, however mobile phone subscribers of KG Telecom will be unable to connect on their mobile phone.
Thailand	Participants require IDD to be enabled in order to use freephone access from Thailand.
Turkey	Normal dialing rules apply to freephone numbers for participants using a Turkey access number from a fixed line or payphone. Mobile phones and devices will be unable to connect.
USA	Normal dialing rules apply to both local access and freephone numbers for participants using a USA access number. Certain South American countries cannot dial the US local access number. Participants in South America are advised to contact their local carrier for guidance.
Vietnam	Only VNPT and Mobifone numbers in Vietnam are allowed to call to Toll Free numbers.
Normal dialing rules apply to numbers originating from the following countries:	Argentina, Australia, Austria, Belgium, Brazil, Chile, Czech Republic, Denmark, Estonia, Egypt, Finland, France, Germany, Hong Kong, Hungary, Ireland, Israel, Italy, Latvia, Luxembourg, Netherlands, Norway, Panama, Poland, Portugal, Romania, Singapore, Slovak Republic, South Africa, South Korea, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, Uruguay, Venezuela,