

CenturyLink Conferencing

Reservationless GlobalMeet Frequently Asked Questions

What is Reservationless GlobalMeet?

Reservationless GlobalMeet is an audio conferencing service that comes with U.S. and international access numbers for unlimited Reservationless calling. Instantly coordinate worldwide audio meetings and complete your business needs. Invite participants to dial in from their office, home or cell phone —from anywhere in the world, anytime.

How do I use Reservationless GlobalMeet?

1. Distribute the dial-in numbers and participant passcode to invited conference participants
2. Call your dial-in number and enter your unique moderator passcode
3. Begin your meeting

How do I reach customer service if I need help during the call?

At any time during the call, press *0 from anywhere around the globe and you will be connected to an operator.

How many participants can be invited to my meetings?

The moderator can invite up to 299 participants to a Reservationless GlobalMeet call.

How do I invite participants to a meeting?

If you have downloaded the Outlook Toolbar for conferencing, click on Schedule Meeting. Your conference information will be automatically added to the invitation. Choose the date, time and participants for the meeting, and Send, as usual. To invite participants manually, distribute the Participant Passcode along with the “View a List” link from your original Reservationless GlobalMeet confirmation email.

How do I join a Reservationless GlobalMeet audio conference?

There are three different ways to connect to a Reservationless GlobalMeet audio conference:

1. A North America toll or toll-free number
2. An international local access number
3. An international toll-free (ITF) number

What features are available to the moderator and participants?

Reservationless GlobalMeet has many options to help make your meetings more productive and meaningful to your participants. From the basic audio controls using your phone keypad to enhanced web access features, CenturyLink offers one of the best user-friendly meeting solutions on the market. Phone controls include volume control, mute/unmute, recording and more.

Where do I go to find the locations and dial in number currently available to me?

To view all available countries, locate your Welcome Email. All locations and dial-in numbers are listed within the “View a List” link in the email. Note: These numbers are the only ones that work with your Reservationless GlobalMeet account. If

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you dial into any other numbers, you will not connect to the conference.

When should I use a local dial in number?

Local numbers are one of the best options to access a Reservationless GlobalMeet audio conference. Local numbers are accessible anywhere in the world. For example:

- I am in London, UK...there is a local number in London, which makes connecting quick and easy.
- I am in Liverpool, UK...there is a local number in London. I still have to pay long distance to London, but it's still cheaper than dialing the US Toll.
- I am in Estonia...there is no local or ITF number in Estonia, but I can still dial the London local number without incurring the costs of dialing a local number back to the US.

When should I use an international toll free number?

When available, International toll-free is one of the best options to access a Reservationless GlobalMeet conference. ITF ensures you will not incur any long distance charges. Please note that ITF numbers only work in the country of origin. For Example:

- I am in London, UK...there is an ITF number for the UK, which makes connecting quick and easy.
- I am in Liverpool, UK...there is an ITF number in UK. This makes connecting quick and easy. You don't pay any additional long distance charges...it's already included in the per-minute rate.
- I am in Estonia...there is no ITF number in Estonia. I cannot dial the UK international toll-free number. Two available options are local access and international dial-out.

Is one option better than the next... local access vs. ITF?

There are no rules on which option is best. Use what works best for you and your participants. For example...if you or your participants are in Estonia, and you prefer to dial the UK local access number, that is the best option. There is still international dial-out, but in this example local access was chosen.

My participants tried using an ITF number and can't get through. What should they do?

Telecom regulations vary globally which occasionally makes it difficult to dial ITF numbers. For example, the ITF numbers may not be enabled to accept cell phones. As an alternative, CenturyLink offers Local Access. For Local Access, dial the local number that is closest to your location. (Ex. Finland would call the London or Paris local number.)

What locations should I use when dialing an ITF number in China?

For South China Locations:

- Toll-free is not accessible from payphone and mobile carriers. Toll-free services are only available from China Telecom domestic network (no other domestic network)
- The Southern region includes provinces of Jiangsu, Zhejiang, Fujian, Guangdong, Guangxi, Guizhou, Hunan, Hubei, Anhui, Sichuan, Tibet, Xinjiang, Chongqing and Shanghai. The major cities of Southern region are Shanghai, Guangzhou, Shenzhen and Hangzhou.
- Calling card business is only permitted from six local licensed carriers including China Telecom, China Mobile, China Unicom, China Netcom, Jitong and China Railcom.

For North China Locations:

- ITF is available from payphones but not from mobile carriers.
- The Northern region includes provinces of Shandong, Henan, Liaoning, Heilongjiang, Jilin, Hebei, and Shanxi. The major cities are Beijing and Tianjin.
- Toll-free service is only available from domestic carrier China Netcom.

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