Communiqué

Reservationless
Audio Conferencing Overview

The world leader

in conferencing.

Communique Advantages

- **Low prices** with no set up fee or monthly fee.

- **24x7x365 live support:** A dedicated Account Manager is assigned to all clients. Eight global operations centers are staffed to support speakers and attendees before, during or after your call.

- **Reliability and scalability:** Redundant conference call facilities are distributed worldwide throughout seven (7) cities in the United States, three (3) cities in Canada, and six (6) cities international. The service scales up to 10,000 lines.

- **Global 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.

Conference Call Keypad Commands

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

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Mobile Phone Integration

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.

Adobe® Connect Integration

Communiqué Conferencing and Adobe® have joined forces to provide advanced audio conference call service that is fully integrated with Adobe Connect Web conferencing.

Adobe Connect Advanced Conference Call Integration Features:

- Active talker feature indicating which conference call attendee is speaking
- Mute/unmute attendee lines
- Dial out feature available to both the leader and participants
- Sub conferencing controls
- Recording integration

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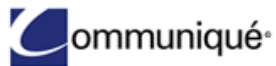
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Thank you for using Communique Conferencing service. Details about your recent conference are listed below:

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

Participants on the Phone:

Phone	Time Joined(EST)	Time Left(EST)	Minutes on the Call
2603591234	01:54 PM	02:59 PM	65
9096421234	01:58 PM	03:00 PM	62
4088441234	01:45 PM	03:00 PM	75
9207871234	01:52 PM	03:00 PM	68
7142821234	01:54 PM	02:56 PM	62
8059341234	01:57 PM	03:00 PM	63
4805071234	02:00 PM	03:00 PM	60
2603561234	02:01 PM	03:00 PM	59

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 Communique Conferencing. We look forward to serving your future conferencing needs.

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Handy Wallet Card

Custom Branded Greeting

"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."

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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

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24x7x365 Live Customer 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

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Happy Clients

Awards

Communiqué Conferencing named as one of America's 5000 fastest growing private companies in America. As an Inc. 5000 awardee, Communique 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*

Communiqué Conferencing was honored for the fourth year as a leader in Webinar hosting.

Learning Times 'Best Online Webinar' Award

The "Excellence in Facilitation of a Synchronous Event" award recognizes outstanding achievement in the design, delivery and production of a live Webinar online learning event.

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

Culture

Customer Service

Conferencing
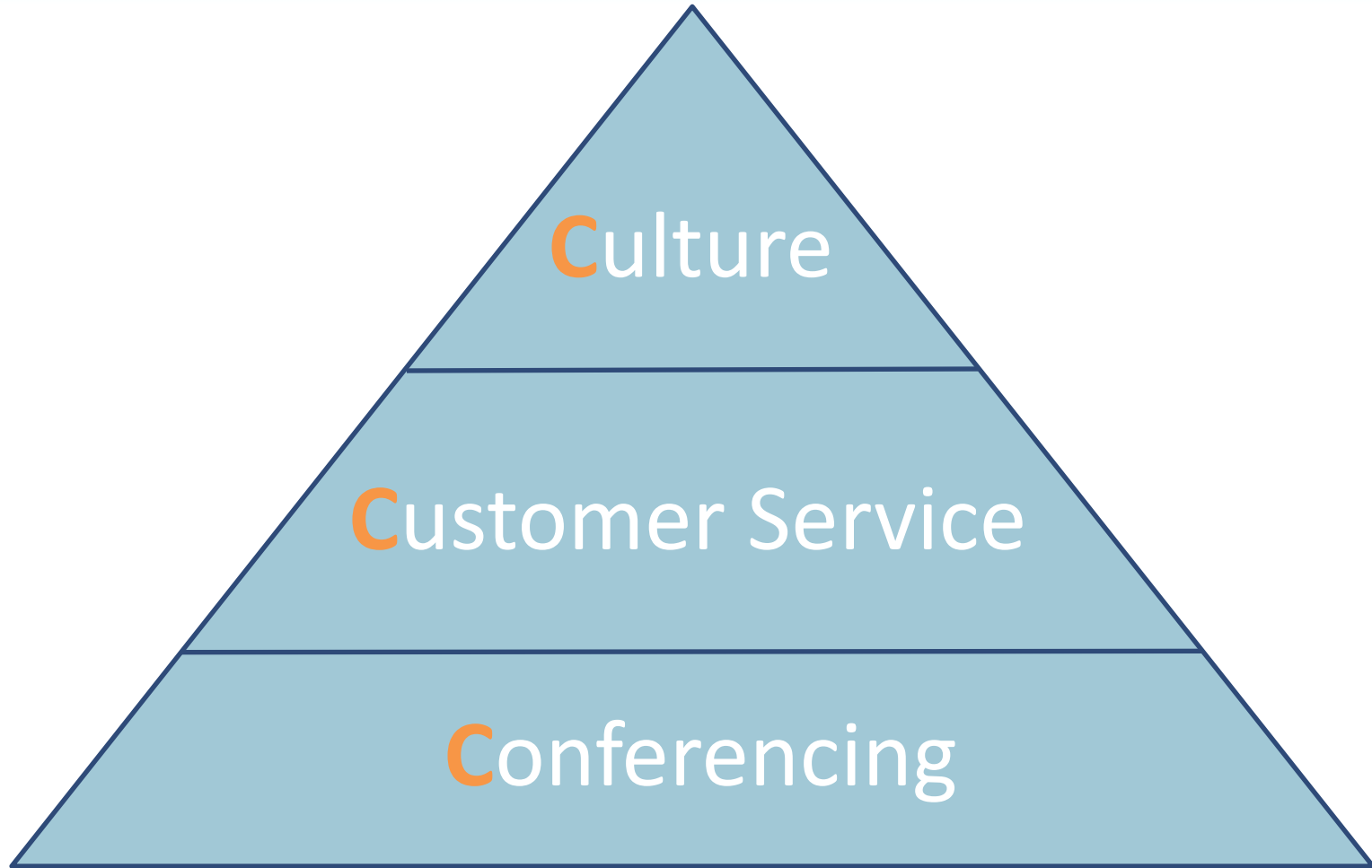
Communique Core Values

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

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