

USER GUIDE

Operator Assisted

How to make a booking

Booking an Operator Assisted Conference

1. Contact Customer Service, phone number for your region is listed below.
2. You will need to provide:
 - Type of service (Dial-In or Dial-Out / Interactive or Lecture mode)
 - Company Name
 - Owner ID (if known)
 - Your Name
 - Company Name
 - Leader's name
 - Date of the conference call
 - Time of the conference call
 - Duration of the conference call
 - Number of Participants
 - Cost centre or project code, if applicable
 - Names and contact phone numbers for Participants (Dial-Out service only)
3. You'll receive a Confirmation Email from Customer Service containing:
 - The telephone number to dial to join the conference
 - Your Conference ID



Starting an Operator Assisted Conference

1. Forward your Participants a meeting invitation with the Conference ID, Leader's Company name, Leader's Name, Date, Time, Time Zone and the Dial-In Telephone Number(s) and Passcode.
2. In the 10 minutes prior to the calls start time; dial the Dial-In telephone number listed above.
3. Provide the Operator with:
 - Conference ID
 - Your Full Name
 - Other information based on Leader's booking

APAC Customer Service:

Australia
1800 468 225
+61 2 8295 9000

China
400 6309 039 (Mobile)
800 8700 311 (Landline)

Hong Kong
800 901 603
+852 3073 0418

India
1800 3010 5500

Japan
0120 941 635
+81 34580 7805

Korea
0079 8612 1104

Malaysia
1800 801 191

New Zealand
0800 443 589

Singapore
1800 468 2255
+65 6468 2255

Other Countries
+65 6468 2255

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