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VERIZON LAUNCHES CONFERENCING SERVICE.

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Article Excerpt

Lawyers like to confer. Doctors need to consult. Lenders must cross-check information. And business owners of all kinds are too pressed for time to travel to meetings every time the need arises. So Verizon has launched a new solution, affordable voice conference calls. Verizon Conferencing Services offers businesses cost-effective and efficient ways to host such calls with Verizon Access Now and Verizon Event Meet.

Available on demand, Verizon Access Now allows the host to connect up to 40 participants with no special equipment required, or monthly subscription fees or contracts.

Spur-of-the-moment meetings can be assembled with ease. All parties can be joined together on one connection as fast as the subscriber can inform the participants, dial a conference call-in number and enter the pass code. Because the service...

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Audio Conferencing

Overview | Service Plans | Features

Global coverage, competitive pricing, powerful features

Help boost productivity and improve collaborative communications across national, international, and organizational boundaries. Delivered via Verizon Business' expansive global network, our conferencing services connect your international workforce, colleagues, and clients immediately and can support virtually any size meeting—from three to three thousand. And, with a single, global reservation, billing, and reporting system, Verizon Business Audio Conferencing could not be simpler.

And, now, Verizon Business is pleased to announce **Mobile Conference Connection**, our latest mobile device application that allows **Instant Meeting leaders** to send e-mail meeting invitations and start meetings from their mobile devices. Users with Research In Motion BlackBerrys or Microsoft® Windows Mobile devices can use Mobile Conferencing Connection at no charge with an Instant Meeting subscription.

Audio Conferencing:

- Provides extensive global capability with call centers located across US, EMEA and Asia Pacific
- Can handle large-scale, global events (reservation based) as well as reservation-less service for small, impromptu conferencing
- Operates over a single-bridge platform for reliable point-to-point communications
- Supports multi-vendor bridge environments, geographically dispersed bridge facilities, and large port capacity
- Includes local and toll-free dial-in capabilities
- Diverse range of country access points across the globe provides a choice of local numbers with which to join a conference call
- Offers users with "hybrid" IP and PSTN calls the flexibility for participants to join regardless of endpoint or access method, plus leverages the efficiency of VoIP
- Features 24/7 support

Read more about audio conferencing [levels of service](#).

Conferencing Savings Calculator

Hold successful meetings by bringing together colleagues from around the globe without the high cost of travel. You'll also help the environment by reducing carbon emissions. See how you can reduce expenses and go green with the [Conferencing Savings Calculator](#) from Verizon Business. (You may need to temporarily disable pop-up blockers to view the calculator.)

Services and/or features are not available in all countries/locations, and may be procured from in-country providers in select countries. We continue to aggressively expand our service availability around the world. Please consult your Verizon Business representative for service availability. [Contact us](#)

[Contact Verizon Business >>](#)

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Service Terms & Rates

Audioconferencing Packaged Minutes:

Customers may pay a fee for a package of minutes that can be used via Instant Meeting for 30 days. Each package allows leaders to conduct an Instant Meeting Audioconference with up to 20 participants or attendees. The total package fee is due immediately and gives the customer the right to use up to the total number of minutes of the package selected without additional charge. Customers exceeding the number of minutes in their package will be charged a per-minute per connection fee based on the overage charge listed below. No refund or carry-over of minutes from one month to the next is permitted. Customers must pay for the packages of minutes via credit card on line. The Audioconferencing Package Minutes will be automatically renewed at the beginning of the next 30 days unless the customer cancels the service.

Package A - U.S. Toll Access

- 250 minutes- \$30 a month
- 500 minutes- \$50 a month
- 750 minutes- \$70 a month
- 1,000 minutes- \$85 a month
- Overage fee- \$0.13 per minute per participant

Package B - U.S. Full Access

- 250 minutes- \$40 a month
- 500 minutes- \$70 a month
- 750 minutes- \$95 a month
- 1,000 minutes- \$110 a month
- Overage fee- \$0.18 per minute per participant

Other Conditions:

If a Customer selects either Instant Meeting Service Option A or Option B as defined under this Offer, the Customer will be billed for the Option selected within 24 hours and will be able to use the service immediately. The customer will start incurring monthly charges on the date of the initial set-up.

Web Conferencing Packaged Minutes:

Customers may pay a fee for a package of minutes that can be used via Instant Net Conference for 30 days. Each package allows leaders to conduct an Instant Net Conference with up to 100 total participants. The total package fee is due immediately and gives the customer the right to use up to the total number of minutes allotted for that package without additional charge. Customers exceeding the number of minutes in their package will be charged a per-minute, per-connection fee based on the overage charge listed below. No refund or carry-over of minutes from one month to the next is permitted. Customers must pay for the package of minutes via credit card on line. The package will be automatically renewed at the beginning of the next 30 days unless the customer cancels the service.

- 250 minutes- \$70 a month
- 500 minutes- \$135 a month
- 750 minutes- \$195 a month
- 1,000 minutes- \$250 a month
- Overage fee- \$0.32 per minute per participant

Pay-Per-Call Conferencing:

Customers may schedule a standalone Instant Meeting (audioconference) or an Instant Meeting with

an Instant Net Conference (Web conference) as a one-time event. Up to 250 participants may attend the Instant Meeting and up to 250 participants may attend the Instant Net Conference. Customers will only be charged for the minutes actually used. An online estimate of the cost will be supplied at the time of scheduling. The customer's credit card will be charged after the call is completed. There is no overage charge and no recurring monthly commitment. Both the audio and web rate are based on a per-minute, per-connection fee at the rate listed below.

- 12¢ per minute per participant (audio)
- 24¢ per minute per participant (Web)

Payment Terms, Taxes, and Cancellation:

By using the audio and net conferencing services and related features of Verizon Business (the "Services"), you ("Customer") agree to abide by the following Terms and Conditions (the "Agreement").

1. Services

Customer is responsible for all uses of the Services in association with Customer's account, whether or not authorized by Customer. Verizon Conferencing may reclaim any access numbers provided to Customer for Services upon cancellation of the Service by Customer or Verizon Business.

2. Rates and Payment Terms

All prices and fees, unless stated otherwise, are calculated on a per-minute, per-participant basis. The Service is purchased in monthly package(s) with a set price per package and an overage price per minute, or fraction thereof, over the purchased monthly package. The prices and fees for the monthly Service package(s) ordered by Customer will be charged to Customer's credit card on the date of order. The same Service package will be renewed monthly on the anniversary of the date of order and billed to the same credit card, until Customer cancels the Service. Overage minutes are charged to Customer's credit card on the date(s) the Service causing the overage occurred. Charges for Pay-Per-Call conferences will be charged to Customer's credit card on the day the call occurs. Customer affirms that, if the credit card used by Customer is a corporate credit card, Customer has the proper authorization and authority to use such corporate credit card to order Services.

3. Taxes

Prices and fees for the Service are exclusive of all federal, state, municipal, or other government, excise, sales, use, occupational, or like taxes now in force or enacted in the future. Customer agrees to pay any tax Verizon Conferencing may be required to collect or pay now or at any time in the future (including interest and penalties imposed by any governmental authority) which are imposed upon the Service.

4. Termination

The Service package(s) can be cancelled on the website to be effective at the completion of current month's cycle. Customer will be able to use the remaining minutes contained in the Service package during the month the Service is cancelled. Verizon Conferencing reserves the right to cancel Service at any time for reasons including, but not limited to, non-payment.

Audio Conferencing

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Welcome to the simplicity and convenience of Audio Conferencing from Verizon Business!

With this easy-to-use guide, you can plan, schedule, and conduct electronic meetings quickly and efficiently, helping you to:

- Reduce travel costs and time associated with traditional meetings
- Make faster decisions and disseminate information more quickly
- Improve communications by bringing dispersed groups together
- Broaden participation in meetings
- Increase productivity

We provide the meeting expertise you need to be more efficient, effective, and productive. Verizon Business makes planning your electronic meetings as easy as 1-2-3.

Planning Your Meeting

Choose the Type of Meeting

Premier Service

Are you planning a high-visibility meeting, a formal presentation to a large group, an investor relations call, a focus group, or a press conference? Do you want a dedicated conference team to manage your call from start to finish? If so, choose Premier Service.

- A Meeting Manager, a senior-level Conference Coordinator, acts as your single point-of-contact and works with you before, during, and after your call.
- A Conference Coordinator greets each participant and enters him or her into the call.
- Additional assistance from multiple Conference Coordinators is available, as required.

Complete meeting management tools for Premier Service include:

- Conference Recording • Net Conferencing • Polling
- Instant Replay Plus • Participant List • Question & Answer
- Listen Only • Participant Screening • Web RSVP • Meeting View
- Meeting Manager • Pre-notification

Standard Service

Are you planning a meeting for a medium-sized group, such as a staff training session or project management meeting? If so, choose Standard Service.

- A Conference Coordinator greets each participant and announces him or her into the call, or participants can utilize rapid entry¹, where each participant will be prompted to enter a passcode.
- A Conference Coordinator frequently monitors your meeting and can be called for assistance at anytime by pressing *0 on a touchtone phone.

Complete meeting management tools for Standard Service include:

- Announce Late Participants • Roll Call/Rapid Entry¹
- Instant Replay Plus • Standing Reservation
- Net Conferencing • Tape Playback



Instant Meeting Service

Do you want the flexibility of hosting a meeting at any time, without making a reservation? If so, choose Instant Meeting Service.

- You are assigned dial-in numbers and passcodes.
- To host a meeting, simply distribute the dial-in numbers and participant passcode to the attendees, along with the date and time of your meeting. No prior reservation with the Verizon Conferencing Center is necessary, and the dial-in numbers and passcode will remain the same for all your future meetings.
- Instant Meeting Service enables the conference leader to control his/her conferences via DTMF commands on a touchtone phone or via the Instant Meeting

Web Moderator, an online call management tool, which can be accessed via the following Internet link: <https://e-meetings.verizonbusiness.com>

Complete meeting management tools associated with your Instant Meeting Service subscription include:

- Conference Continuation
- Entry/Exit Announce Setting
- Conference Lock
- Participant List
- Conference Mute
- Roll Call
- Conference Record/Replay
- Waiting Room

Choose How Participants Attend Your Virtual Meeting

Dial Out

Do you need a personal assistant to remind participants of important calls? Would you like a Conference Coordinator to call each participant? If so, choose Dial Out access. You notify participants of the day and time of the meeting. Prior to the meeting, your Conference Coordinator will call each participant and connect him/her to the conference. Dial Out is available with Premier, Standard, and Instant Meeting Service. The Dial Out capability on your Instant Meeting Service is initiated by the conference leader and enabled using the Instant Meeting Web Moderator.

Toll Free Meet Me/Local Freephone

Are your participants staying at hotels and paying their phone rates? If your participants are clients, would you like to pick up their call charges? If so, choose Toll Free Meet Me/Local Freephone access. When you schedule your meeting, you are given a toll-free number and numeric passcode. Provide this number to your participants, and they can join your meeting from locations in the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands. You may request a one-time, toll-free number or a specific toll-free number for a regularly scheduled meeting.

Toll Meet Me/Local Toll

Do you want participants to pay for their own long distance charges? If so, choose Toll Meet Me/Local Toll access. At the time you schedule your meeting, you will be provided a long distance number. Provide the US number to participants, and they can join your meeting from locations in the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands. Outside of the US, participants can join your calls from their respective Global Access country list. Participants are responsible for their own long distance charges.

Global Access

Global Access is our local access feature that allows participants to come together for a conference call on a single conferencing bridge platform. The Global Access method provides a flexible and robust way of accessing Verizon's Audio Conferencing services, using either Local Freephone (Toll Free) or Local (Toll) access numbers. To view the complete list of Global Access countries, go to <https://e-meetings.verizonbusiness.com/docMgr/get/www.audioconferencing.pdf.GlobalMeetMatrix.doc>

Note: Access methods may vary from country to country. Speak with a Verizon Business Reservationist to find out what your options are.



Choose Features for Enhanced Meeting Management Capabilities

Do you want your conference to be efficient and productive? Do you want increased control of the meeting? If so, choose from our three groups of features:

- Advanced • Support • Administrative

Advanced Features

Audio Streaming & Replay. Broadcast audio content to a large, geographically diverse audience over the Internet. Audio streaming supports up to 1,000 participants. Use Audio Replay in addition to an Audio Streaming conference or as a stand-alone product. The replay is available for 30 days.

Conference Monitoring. A Conference Coordinator will continuously monitor your call for quality. Leaders can dial *0 for immediate assistance during a call.

Net Conferencing. Designed to complement any conference call, this powerful feature allows all participants to view your meeting documents over the Internet. No special software is needed-- participants simply access a pre-assigned website.

Participant Screening. We'll pre-screen participants as they enter the meeting.

Polling. An instant opinion poll or survey can be conducted by asking participants to signal responses via their touchtone phones.

Question & Answer. You can conduct an orderly question-and-answer session without interruptions, while the audience remains in "listen-only" mode.

Subconferencing. Pre-designated participants may confer privately within a separate call and then return to the main meeting.

Support Features

Announce Late Participants. We will announce late participants as they enter your call.

ASAP Calling. When you need to hold a meeting immediately, request ASAP Calling. A conference call can typically be arranged in 20 minutes or less.

Coordinator Request. A Conference Coordinator is available to fulfill special requests during your call.

Enter & Announce. Each participant will be entered and announced into the meeting.

Listen Only. To ensure that your large call is conducted efficiently, participants may be placed in "listen-only" mode while the conference leader is speaking.

Music While On Hold. Music can be provided to participants waiting to be entered into the call.

Roll Call. We can conduct a roll call, so that all participants know who else is on the line.

Secured Call. To provide privacy, this feature allows the conference leader to control the entry of participants into the call.

Tape Playback. A Conference Coordinator will play your pre-recorded audiocassette or CD during your meeting (24-hour notice required).

Tone In. A tone will be heard for each participant as they enter the call.



Administrative Features

Manage My Meetings. You can access several online tools with one login name and password. Just visit our website, <http://e-meetings.verizonbusiness.com>, to learn more.

Conference Recording. We'll record your conference calls on audiocassette, CD, or downloadable file.

Customer Reference Codes. Identify the calls listed on your Conferencing invoice by name, number, or combination of both. You may choose up to 25 alphanumeric characters to denote customer-specific information for accountability purposes. This feature must be set up at the time your Verizon Business Conferencing account is established.

e-Scheduling. Make your reservation over the Internet by logging on to <http://e-meetings.verizonbusiness.com> and choosing e-Scheduling.

Interpretation/Translation Services. We can refer you to a language translation company that can provide online language interpretation services for your call (24-hour notice required).

Instant Meeting Service Subscription Tool. Subscribe to and modify your Instant Meeting Service account online at <http://e-meetings.verizonbusiness.com>.

Instant Replay Plus. Participants can listen to a digital recording of the conference call at their convenience. You can also provide participants with the option to receive documents via fax or answer survey questions using their phone.

Master List. We will keep a file of your call participants. This alleviates the need to repeatedly supply phone numbers.

Mute/Unmute. Participants and/or leaders who may be on the phone without mute capability can mute or unmute themselves by using their touchtone phone.

Participant List. At your request, we will compile a list of participants who attended your conference call.

PIN Entry Plus. Each participant will enter a unique PIN Code as they enter into the conference for identification and for added security.

Pre-notification. We will notify participants of the date and time of your meeting (48-hour notice required).

Rapid Entry. Participants can join a conference directly by entering a leader or participant passcode instead of waiting in queue for an operator greeting.

Standing Reservation. You can make a standing reservation for a regularly scheduled conference call.

Transcription. Conference calls can be transcribed to either paper or electronic file.

Web RSVP. Conference leaders can collect and view participant information online. Participants register via the Internet, and responses are stored in a centralised mailbox.



Feature Chart

- x Extra charge for this feature
- ✓ Feature included at no additional charge

If box is not marked, feature is not available.

	Instant Meeting	Standard	Premier	
		Coordinator periodically monitors the call for quality	Coordinator is on the line throughout the call	
Meeting View			✓	Advanced
Meeting Manager			✓	
Participant Screening			✓	
Polling			✓	
Q & A			✓	
Subconferencing	✓		✓	
Net Conferencing	x	x	x	
Audio Streaming & Replay		x	x	
ASAP Calling		✓	✓	Support
Communications Line			✓	
Conference Monitoring		✓	✓	
Coordinator Request		✓	✓	
Tone In	✓	✓	✓	
Enter & Announce	✓	✓	✓	
Listen Only	✓	✓	✓	
Music While on Hold	✓	✓	✓	
Roll Call	✓	✓	✓	Administrative
Announce Late Participants	Available at subscription setup	✓	✓	
Secured Call	✓	✓	✓	
Tape Playback		✓	✓	
Customer Reference Codes	✓	✓	✓	
Conference Recording	x (done by leader)	x	x	
Master List	✓	✓	✓	
e-Scheduling		✓	✓	
Instant Replay Plus		x	x	
Instant Meeting Instant Replay	x			
Web RSVP	✓	✓	✓	
Participant List	✓	x	x	
PIN Entry Plus		✓	✓	
Prenotification	x (done by leader)	x	x	
Rapid Entry	✓	✓	✓	
Standing Reservation	✓	✓	✓	
Transcription		x	x	
Interpretation/Translation Services		x	x	
Mute/Unmute	✓	✓	✓	
Manage My Meetings	✓	✓	✓	
Waiting Room	✓			

Scheduling Your Meeting

1. Call Verizon Conferencing reservations at:

Americas

U.S. 1-800-475-5000

Canada 1-877-646-9403

Asia Pacific

Main# +852-2802-5100

Malaysia 1-800-803-186

Australia 1800-505-020

New Zealand 0800-443-232

China 10-800-152-0421

South China 10-800-152-0241

Hong Kong 852-2802-5100

South Korea 00798-8521-2020

Japan +81-3-5539-5100

Taiwan 00801-855-556

Europe, Middle East, Africa

Main# +44-20-7950-9950

Ireland 1-800-55-8029

U.K. 0800-0-18-24-18

Israel 1-80-921-3782

Austria 0800-999-858

Italy 800-782-530

Belgium 0800-40054

Luxembourg 8002-5186

Denmark 8088-3798

Netherlands 0800-023-0681

Finland 0800-1-19876

Norway 800-14474

France 0800-686-983

Poland 0-0-800-1112-849

Germany 0800-8001361

South Africa 0800-996-497

Greece 00800-12-5620

Spain 900-93-1821

Hungary 06-800-14546

Sweden 020-79-0554

If you are not located in one of these countries, you may call the direct dial numbers for your region:

Americas: 1-415-228-5035 (audio reservations only; collect calls accepted)

Asia-Pacific: +852-2802-5100

Europe, Middle East, Africa: +44-20-7950-9950

Or, log onto <http://bizmeeting.verizonbusiness.com> and follow the e-Scheduling instructions to reserve your conferences online.

2. Be prepared to provide the following information:

- Your name, address, and phone number
- Authorization code
- Any information you would like to appear on your invoice, such as department or budget code
- Name of the person leading the meeting and an address and phone number where he/she can be reached during the call
- The date, time (including time zone), and approximate duration of the meeting
- The number of participants attending your meeting
- Your billing address

3. Specify how participants will access your virtual meeting:

- Dial Out access
- Toll Meet Me access
- Toll Free Meet Me access
- Global Access



If you schedule a Dial Out call with Premier or Standard service, you will need to provide the following information for the participants who will be attending:

- First and last names
- Phone numbers

4. Select features to enhance your meeting management capabilities.

5. When your call confirmation is sent to you, please verify that all information is correct.

If there are any changes, please call Verizon Conferencing reservations to let us know.

Meeting Tips

Our goal is to help you plan and conduct your meetings, allowing you to concentrate on effectively communicating your message. To make sure your meeting runs smoothly, you may consider these tips:

- Conduct a roll call.
- Remind participants to identify themselves by name and location when speaking.
- Address individuals by name when speaking.
- Encourage participation and stimulate discussion.
- *0 is available at any time for Conference Coordinator assistance on attended level calls.
- If you disconnect, simply redial the conference phone number and enter the passcode.
- If the Conference Coordinator dialed out to you and placed you into the call, he or she will reconnect you.
- For clear sound quality of your call:
 - Speak clearly and avoid side conversations and background noise.
 - Try to avoid using a speakerphone. However, if it is necessary, be sure to use the mute button when not speaking.
 - If your meeting has many participants but few speakers, increase the sound quality of your call by asking your reservationist to reserve "listen-only" mode so participants are muted until it is time for them to speak.

Meeting Checklist

With Verizon Conferencing, it's easy to plan and conduct your electronic meetings. Just follow these simple steps:

Scheduling Your Meeting

- Gather important information, such as the approximate number of call participants and the moderator's name and phone number prior to making your reservation.
- Your reservationist will ask about your specific needs, so he or she can better determine which call features will be beneficial. See our feature chart for descriptions.
- Your call confirmation will be sent to you. Please verify that all information is correct and let us know if you have any additional requirements.
- Distribute pre-call materials to all call participants.
- Plan to record your conference for those who cannot attend.

Conducting Your Meeting

- Develop an agenda and distribute it by fax or e-mail prior to the meeting. Be sure to include the date, time, phone number, and passcode for the call. Remind participants to be ready approximately 10 minutes in advance of your meeting if you choose Dial Out access.
- Create a list of speakers who will take part in the call.

After Your Meeting

- If you want to distribute minutes or a transcription to all participants, be sure to schedule our transcription service at the time of reservation.
- Circulate decisions and action items to the appropriate participants.
- Schedule a follow-up conference call to ensure action items are being completed.



- Provide a source—e-mail, fax, or phone—for participants to request additional information after your meeting.

Important Numbers

Customer Relations:

U.S.	1-800-475-0600
Canada:	1-877-646-9403
Europe:	+44-20-7950-9950
Hong Kong:	+852-2802-5100
Japan:	+81-3-5539-5100
Australia:	1-800-505-020

About Verizon Business

Verizon Business, a unit of Verizon Communications (NYSE: VZ), is a global leader in communications and IT solutions. We combine professional expertise with one of the world's most connected IP networks to deliver award-winning communications, IT, information security and network solutions. We securely connect today's extended enterprises of widespread and mobile customers, partners, suppliers and employees—enabling them to increase productivity and efficiency and help preserve the environment. Many of the world's largest businesses and governments—including 96 percent of the Fortune 1000 and thousands of government agencies and educational institutions—rely on our professional and managed services and network technologies to accelerate their business. Find out more at www.verizonbusiness.com.

verizonbusiness.com

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