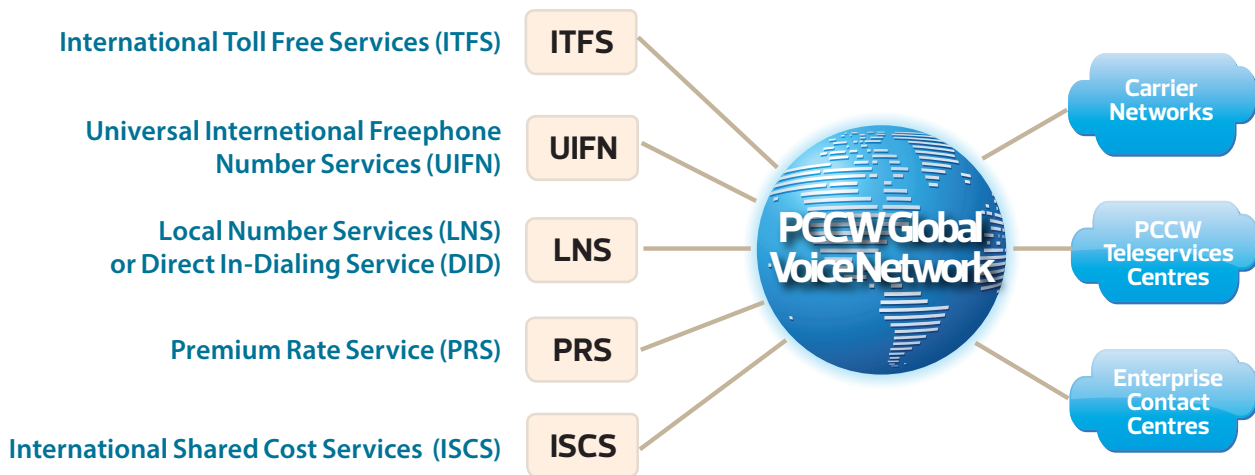




Global Inbound Services

Global Inbound Services (GIS) provide a unique combination of different access methods (TDM, private IP or VoIP). Customers' end users can easily and cost effectively reach customers' contact centres and service platforms any where in the world. PCCW Global network can provide access numbers from global destinations and efficiently delivers calls to the customers' network. PCCW Global can also re-route the calls as regular international calls to terminate to customer telephone lines through public telephone networks.

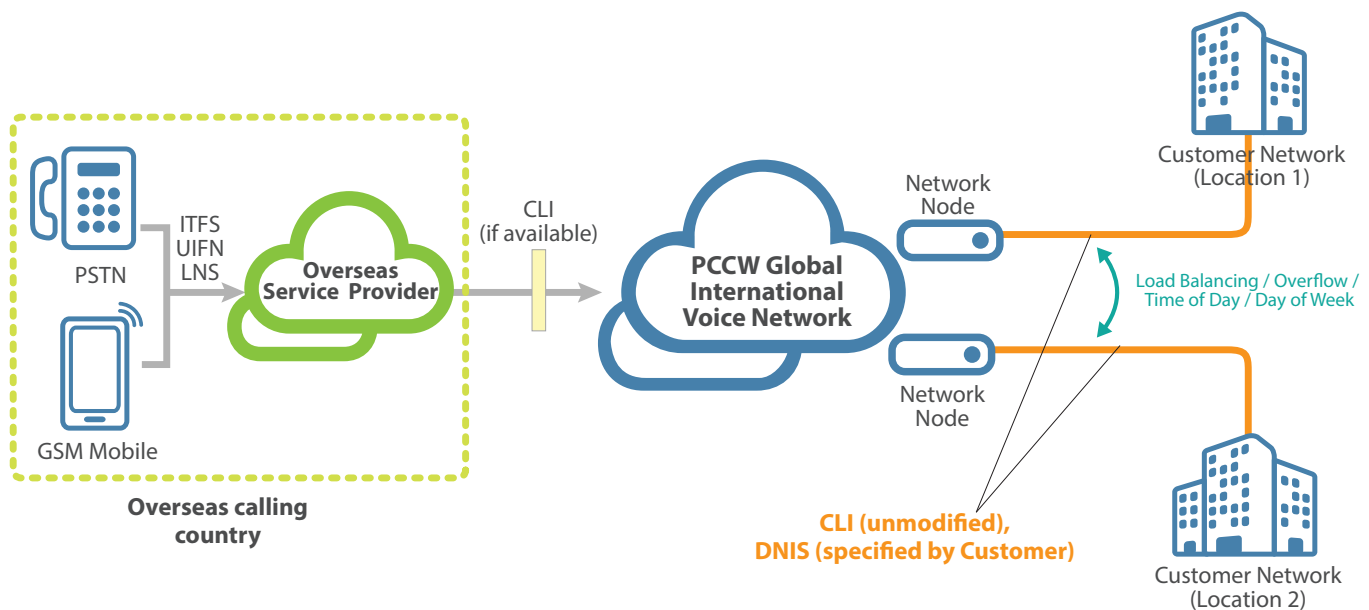


Key benefits of GIS to your business

- Enables instant service expansion into new markets at no additional setup costs
- Extensive global coverage available from more than 125 countries covering all major destinations worldwide
- Eliminates the need to establish multiple direct interconnects worldwide
- High quality termination
- Flexible number translation
- Fast provisioning and implementation

Features

- Seamless number translation service and Dialed Number Identification Service (DNIS) feature
- Unmodified delivery of caller CLI to subscribers
- Call routing options to different nodes of subscribers (load sharing/ balancing, call overflow protection, time of day/ day of week routing)
- 24 x 7 network management, surveillance & by our Voice NOC



International Toll-Free Service (ITFS)/ Universal International Freephone Number Service (UIFN)

International Toll-Free Service (ITFS) enables directly-dialed international calls to be made from fixed and mobile phones free of charges. The full communication charges are covered by the customers (receiving side).

Unique toll-free numbers will be assigned to customers. Alternatively, customers can also order a Universal International Freephone Number Service (UIFN); a unique number that can be dialed in from different countries and still reach the same designed customer destination. ITFS and UIFN are available to all telecommunications operators, international carriers, service providers and enterprises.

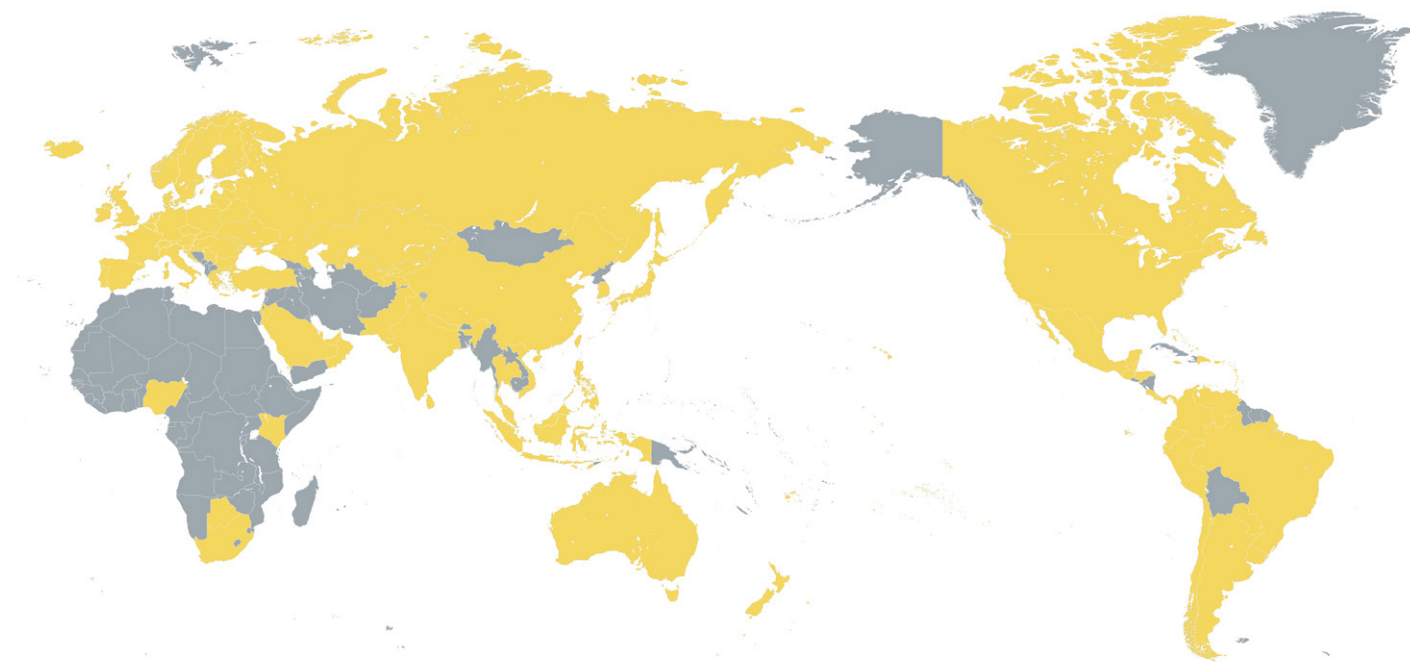


Figure 1: ITFS coverage — Extensive coverage with 125+ countries

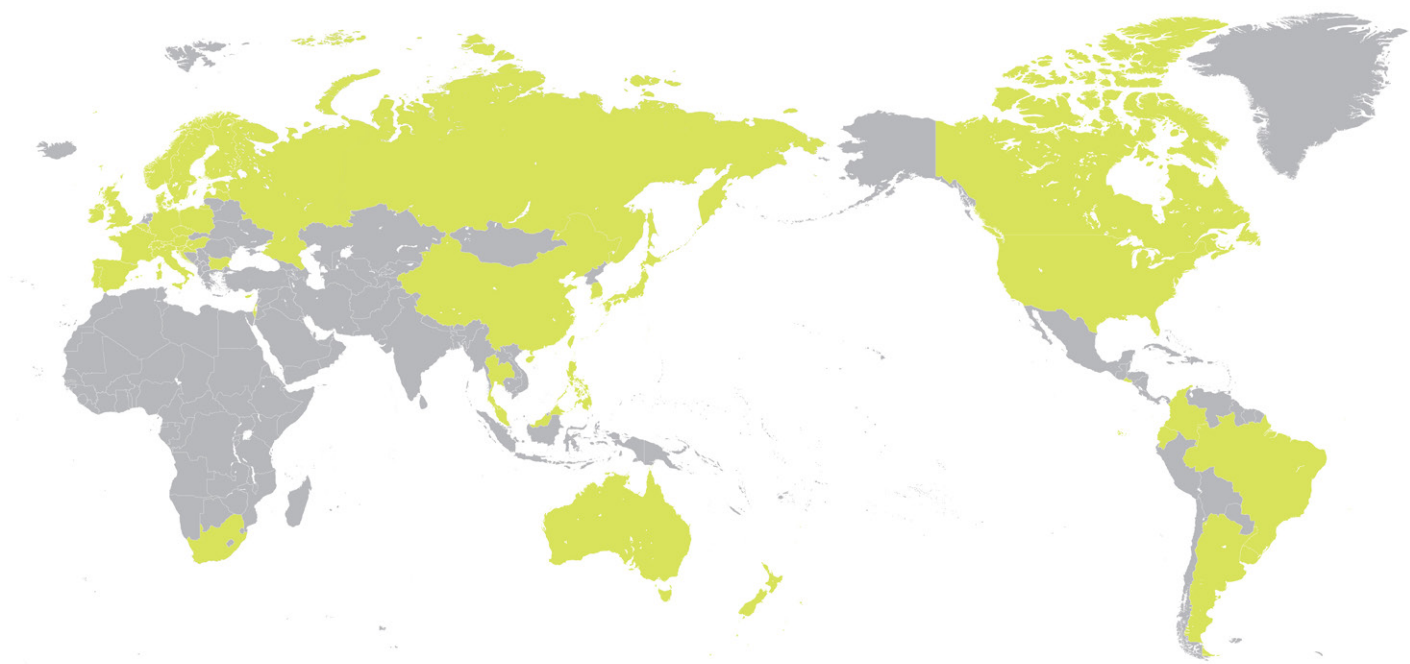


Figure 2: UIFN coverage — Extensive coverage with 75+ countries

Local Number Service (LNS)/ Direct Inward Dial Number Service (DID)

Local Number Service (LNS) or Direct Inward Dial Number Service (DID) is an alternative access method to ITFS/UIFN. In this service, the customers are assigned with regular local telephone numbers in the selected countries. This service removes any potential access restrictions in ITFS/UIFN. It guarantees accessibility from all fixed and mobile callers as well as overseas. Where applicable, callers may be charged regular call charges to access the LNS/DID while the customers will be charged for the connection from the LNS/DID to their locations.



Figure 3: LNS/DID coverage — Extensive coverage with 100+ countries

Premium Rate Services (PRS)

Premium Rate Services (PRS) enable customers to share and receive a portion of the call charges for calls received by them. The local callers will pay premium call charges to the local connected carriers and the local carriers will pass part of the call charges to succeeding carriers in the call path. Applications include recorded information services, like investment and financial advice, technical support, voting and competition programs, live conversation, etc. PCCW Global can provide more details on service coverage, and conditions at request.

International Shared Cost Services (ISCS)

Under International Shared Cost Services (ISCS) service option, call charges will be shared by local callers and distant end call receivers. Local callers will pay higher than domestic call charges to local connected carriers. The customers will pay a lower than toll free service call charges for calls received by them. PCCW Global can provide more details on service coverage, and conditions at request