

How to access your audio conference

Arkadin gives you the freedom and flexibility to access your conference from anywhere in the world. In some countries you have the choice between a local toll and/or toll-free number. Simply dial one of the following access numbers and enter your PIN Code, followed by the # key.

Country	Toll	Toll-Free	Country	Toll	Toll-Free
Argentina	+54 11 5984 3921		Lithuania	+370 5 214 0105	8800 31 517
Australia	+61 280 155 008	1800 398 375	Luxembourg	+352 20 88 1456	800 28 905
Austria	+43 19 28 83 16	0800 006 820	Malaysia		1 800 81 6229
Bahrain	+973 1 619 9408		Mexico	+52 55 1168 9652	001 866 668 0977
Belarus		8820 001 102 76	Monaco		800 93 861
Belgium	+32 24 02 96 60		Netherlands	+31 20 71 68 410	
Brazil	+55 113 958 48 23		New Zealand	+64 4974 9417	0800 452 577
Bulgaria	+359 2 491 7655		Norway	+47 21 547 846	
Canada	+1 647 426 9159	1855 301 2429	Panama	+507 836 5928	00800 226 3100
Chile	+56 2 599 4736	1230 020 0617	Peru	+51 1 706 1980	0800 54 838
China	4006 815 485		Philippines		1800 111 015 25
Colombia		01800 518 2338	Poland	+48 223 975 081	00 800 121 4393
Croatia	+385 17 776 487	0800 806 152	Portugal	+351 30 880 0175	800 855 700
Cyprus	+357 22 022 578	800 97 426	Romania	+40 318 107 488	
Czech Republic	+420 228 880 740	800 701 484	Russia	+7 495 642 8391	810 800 2060 5011
Denmark	+45 699 18129	802 50 197	Saudi Arabia		800 811 0222
Estonia	+372 668 3096		Serbia		0800 190 260
Finland	+358 9 42 59 84 37		Singapore	+65 31 58 24 99	800 120 6111
France	+33 2 90 92 09 90	0805 631 886	Slovakia	+421 23345 6345	0800 002 174
Germany	+49 69 20 45 72 650	0800 589 30 15	Slovenia	+386 8 288 0638	0800 811 96
Greece	+30 211 198 0089	00 800 128 990	South Africa	+27 87 550 2475	0800 999 432
Hong Kong	+852 58 08 05 67	800 908 053	Spain	+34 911 143 635	800 099 024
Hungary	+36 18 08 83 00	068 001 9625	Sweden	+46 850 556 460	0200 88 3810
India	+91 22 33 01 94 54		Switzerland	+41 44 583 1925	0800 800 738
Indonesia		001 803 011 4325	Taiwan	+882 2 6507 244	00801 136 420
Ireland	+353 14 47 56 95	1 800 936 835	Thailand		001 800 1206 645 70
Israel	+972 372 192 88	1 80 940 6945	Turkey	+90 21 27 05 29 41	
Italy	+39 0236 047 015	800 149 865	UAE		800 162 000
Japan	+81 345 209 504	00663 381 2718	United States		1877 423 08 35
Korea		00798 148 008 362	United Kingdom	+44 203 364 5220	0800 279 7820
Latvia	+371 6616 3223	8000 4485	Ukraine		800 500 917

Please find additional information about access restrictions and failure of access numbers on the backside.

Frequently asked questions

Why should I provide my international participants with a country-specific toll number?

The country-specific toll access numbers allow your participants to be billed by their telephone provider, only for the costs of a local call. This allows telephone costs to be split between the moderator and the participant.

Why should I provide my international participants with a country-specific toll-free number?

If you do not want your participants to pay to join your conference call you have the possibility to provide them with a country specific toll-free number. All charges will then be billed to the Moderator of the conference.

If my participants are located in a country that is not listed, how do they access my Arkadin conference call?

If there is no number available for the country your participants are calling from, you can provide the standard toll access number: +49 69 22 22 32 62 or press *0 during your conference call and ask the Live Customer Service Representative to dial out to them.



Failure of access numbers

Arkadin's international access numbers are routed **by** various telecom providers' networks. In case of a number failure Arkadin requires the following details for further investigation:

- Date and time (including time zone) of the failed call attempt
- Arkadin Access number dialed
- Your phone number/originating number
- Phone type: landline or mobile
- Fault type: Busy tone/signal, silence, Arkadin welcome message, connection terminated
- Error frequency: permanent, intermittent, single occurrence

Please send the complete information above to cs.germany@arkadin.com within 48 hours of the occurrence.

Arkadin assures a high level of availability to all customers, nevertheless local disturbances cannot be eliminated entirely.

