



GlobalPhone Corporation  
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## GlobalPhone Retail/Wholesale Partnership Programs

GlobalPhone offers a variety of partnership programs to referral agents, retail partners, and wholesale partners, each based on the company's award winning "Virtual Telco" Internet-based platform. Please consult the following matrix to determine which partner program is right for you.

"Virtual Telco" Platform →		GlobalRetail		GlobalWholesale	
		IPAgent	IPTelco	IPEdit	IPCarrier
Product	Description				
<b>GlobalHome</b>	US Long Distance for Home or Office	✓		✓	
<b>GlobalMobile</b>	International Long Distance for Cell	✓	✓	✓	
<b>GlobalPostpaid</b>	World's Best Phone Card (Postpaid)	✓	✓	✓	
<b>GlobalPrepaid</b>	Virtual Prepaid Phone Card	✓	✓	✓	
<b>GlobalCallback</b>	Worldwide International Callback	✓	✓	✓	
<b>GlobalTollfree</b>	International Toll Free Access	✓	✓	✓	
<b>GlobalTerm</b>	Voice Over IP (VOIP) Termination	✓	✓	✓	✓
<b>GlobalPASS</b>	International Internet Access	✓			
<b>WebCallback</b>	Voice Callback Solutions for the Web	✓			
Responsibilities		IPAgent	IPTelco	IPEdit	IPCarrier
Invoices End-User Customers		GPhone	Partner	Partner	N/A
Provisions Accounts		GPhone	Partner	Partner	N/A
Customer Service		GPhone	Partner	Partner	N/A
Manages Retail Rates		GPhone	N/A	Partner	N/A
Manages Subagent Network		N/A	N/A	Partner	N/A
Web Functionality		IPAgent	IPTelco	IPEdit	IPCarrier
Customer Signup With Credit Card		✓			
Customized Customer Web Site		✓	✓	✓	✓
Online Account Provisioning			✓	✓	
Retail Invoice Production			✓	✓	
Traffic And Usage Reports			✓	✓	
Online Help Files			✓	✓	
Retail Rate File Editor				✓	
Subagent Management				✓	
Prepaid Phone Card Batch Management				✓	
Application Programming Interface (API)				✓	
Call Records Delivered Via FTP				✓	✓
Custom Reporting Available				✓	
Web Interfaces		IPAgent	IPTelco	IPEdit	IPCarrier
<b>MyAccount</b> (Customer portal)		✓	✓	✓	✓
<b>GoTo</b> (Co-Branded Website)		✓			
<b>IPTelco</b> (Virtual Telco)			✓	✓	
<b>IPEdit</b> (Enhanced Virtual Telco)				✓	
<b>OnOff</b> (Prepaid Phone Card Management)				✓	
<b>WebUpdate</b> (Programming Interface)				✓	

### About GlobalPhone

GlobalPhone is a facilities-based carrier headquartered in Falls Church, Virginia, a suburb of Washington, DC. We have a worldwide customer base of over 300,000 end users who have used GlobalPhone services in over 130 countries, and a network of over 300 business partners around the world.

**GlobalPhone's mission is to provide best-in-class products and services to meet our customers' individual needs. Call GlobalPhone today to find out more.**



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## GlobalRetail – Referral Agent Partnership Program

GlobalPhone's success is due in part to its extensive network of successful referral agents. These committed professionals represent GlobalPhone around the globe, providing sales channels for our telecom services, while receiving monthly commission payments. Our agent program is distinguished by our quality services and commitment to customer satisfaction, enabling our referral agents to focus on sales and marketing and leave the back office provisioning, switching and billing tasks to us.

GlobalPhone's agent program was recently selected by the Independent Agent Network (IAN), for its Circle of Excellence Award, which recognizes the top 25 agent programs in the world. The following is excerpted from the IAN publication, Intelcard News

*"One thing these companies have in common is that they've made raging fans out of their customers. The award recipients all recognize the importance of their alternative sales channels. Their agent programs are well designed and supported, and their channel partners are treated with respect as part of the team."*

The GlobalRetail referral agent partner program encompasses independent agents and companies, associations, non-profits, Federal Credit Unions, publishers and Web sites providing commission based advertising. All that is required of an agent is to have a marketing angle to reach a target market. GlobalPhone assists agents in executing your marketing plan. We offer highly competitive standard services characterized by low rates, six-second billing and no hidden fees or setup charges. GlobalPhone also works with its agents to develop custom products that require special rate plans, voice prompts, languages, call flow scripting, web programming and call center support.

### Services

GlobalRetail referral agents sell a variety of GlobalPhone services including GlobalPrepaid and GlobalPostpaid calling cards, GlobalCallback, GlobalTollfree and WebCallback services. Our network of toll free numbers around the world creates unique opportunities for reselling products and services.

### Tools

The success of our GlobalRetail referral agent program can be attributed to the extensive tools we give our agents. These tools give agents the ability provide a customized web site to sign up new customers, view rates, and track website traffic. GlobalPhone has a fully automated web based marketing system that uses banner ads to bring customers to your co-branded web site where web-based provisioning and signup occur. Our commission tracking system can manage multiple levels for selling through subagents and distributors.

### Customer Service

GlobalPhone's customer service center maintains a fully qualified staff to assist agents and to service end users. We service customers and agents in ten languages 24 hours a day. Customers are fully provisioned within 24 hours and are provided a welcome kit with calling cards and instructions by our friendly staff. Our billing systems support credit card or invoice payments and has numerous features to support any marketing campaign, such as complimentary minutes and referral bonuses. Statements are delivered via email, web, fax or regular mail directly to the client or the agent.

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GLOBALRETAIL PARTNERSHIP PROGRAM

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## GlobalWholesale – Wholesale Agent Partnership Program

GlobalPhone offers wholesale partners the opportunity to run their own phone companies in order to capitalize on their preferred niche markets. Wholesale agents buy long-distance phone time at deeply discounted wholesale prices and are given complete control over their services without the massive investment in plant and equipment, carrier relationships, software and technical expertise required to maintain a world-class switching operation.

GlobalPhone's agent program was recently selected by the Independent Agent Network (IAN), for its Circle of Excellence Award, which recognizes the top 25 agent programs in the world:

*"One thing these companies have in common is that they've made raging fans out of their customers. The award recipients all recognize the importance of their alternative sales channels. Their agent programs are well designed and supported, and their channel partners are treated with respect as part of the team."*

The GlobalWholesale agent program is distinguished by our innovative Internet-driven technology that gives agents the ability to provision accounts, provide customer service, set retail rates, download call records and produce private label invoices. GlobalPhone offers a turnkey, "Virtual Telco" domain with access to all of its software and services. We allow you to establish your own brand name, with lasting market value. The major features of our wholesale program are as follows:

GlobalWholesale partners may sell most GlobalPhone services on a private label basis, including:

- **GlobalPrepaid calling cards**
- **GlobalPostpaid calling cards**
- **GlobalCallback international callback services**
- **GlobalTollfree international ITFS/UFN access**
- **GlobalTerm VOIP termination service**

"Virtual Telco" switch access is performed via the Internet using GlobalPhone's IPAgent software. IPAgent allows agents to access and edit all customer accounts and configure services, download billing records, establish retail rates, and view call records real time using any Internet connection.

Retail rates are established by the GlobalWholesale partner. The partner has the freedom to determine profit margins based on market tolerance and selling strategy. Retail rates can be set in various increments – six seconds, one minute, three minutes, and can be time of day sensitive. GlobalPhone's prepaid card software contains an extensive array of pricing options for bong charges and fees.

Wholesale rates are established by GlobalPhone. We maintain several grades of service and rates vary depending on the quality of carrier routing selected. Total customer usage is automatically restricted by the agent's credit limit, which is established by a deposit or letter of credit. GlobalPhone invoices its agents at the end of each month for total wholesale usage. Wholesale billing is performed in six-second increments.

Billing Services are provided in various formats. Agents have online access to all their retail and wholesale billing records. We generate private label bills and deliver them to the agent or directly to your customer via email using your return email address. We also offer a billing program written in Microsoft Access program for local production of bills.

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