



GlobalPhone Corporation  
 137 North Washington Street  
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## GlobalPhone Reseller/Carrier Partnership Programs

GlobalPhone offers a variety of partnership programs to referral agents, wholesale partners, and carrier 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.

GlobalAgent      GlobalTelco      GlobalCarrier

Product	Description	GlobalAgent	GlobalTelco	GlobalCarrier	
GlobalHome	US Long Distance for Home or Office	✓		✓	
GlobalMobile	International Long Distance for Cell	✓	✓	✓	
GlobalPostpaid	World's Best Phone Card (Postpaid)	✓	✓	✓	
GlobalPrepaid	Virtual Prepaid Phone Card	✓	✓	✓	
GlobalCallback	Worldwide International Callback	✓	✓	✓	
GlobalTollfree	International Toll Free Access	✓	✓	✓	
GlobalTerm	Voice Over IP (VOIP) Termination	✓	✓	✓	
GlobalPass	International Internet Access	✓			
WebCallback	Voice Callback Solutions for the Web	✓			
Responsibilities					
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				✓	
"Virtual Telco" Web Interfaces		IPAgent	IPTelco	IPEdit	IPCarrier
MyAccount (Customer portal)	✓	✓	✓	✓	✓
GoTo (Co-Branded Website)	✓				
IPTelco (Virtual Telco)			✓	✓	
IPEdit (Enhanced Virtual Telco)				✓	
OnOff (Prepaid Phone Card Management)				✓	
WebUpdate (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 600,000 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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## GlobalAgent – 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 GlobalAgent 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

GlobalAgent 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 GlobalAgent 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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## GlobalTelco – 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.

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*"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 GlobalTelco 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:

GlobalTelco 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/UIFN 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 GlobalTelco 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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GLOBALTELCO PARTNERSHIP PROGRAM

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## GlobalCarrier – Wholesale Carrier Partnership Program

GlobalPhone offers other telecom service providers the opportunity to terminate voice traffic through the GlobalPhone worldwide network, based on competitive wholesale rates. This service is ideal for small and medium sized service providers who are looking to terminate traffic anywhere in the world, but lack the purchasing power to deal directly with tier one carriers.

GlobalPhone can terminate both TDM and Voice Over IP (VOIP) traffic through our global network. We have the ability to interconnect to any type of gateway, such as Cisco, Nuera, Mediatrix, Quintum, and others. Using GlobalTollfree, we also offer both International Toll Free Service (ITFS) and Universal International Freephone Numbers (UIFN) access numbers in over 80 countries around the world.

Using GlobalPhone's "Virtual Telco" software interface, called IPCarrier, wholesale carrier partners have the ability to log into a secure Internet portal to check ASRs, view call statistics, and have detailed call records delivered via FTP.

GlobalPhone maintains business relationships with numerous tier one carriers around the world, which ensures that the traffic sent onto the GlobalPhone network maintains the highest quality of service. For more information on the GlobalCarrier program, please visit [www.gphone.com/partners](http://www.gphone.com/partners).



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