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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.

### 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.**