

CONVERCENT HOTLINE – SHARED PHONE NUMBERS AND GREETINGS

Convercent Hotline Greetings

Convercent offers several ways in which individuals can report issues to their organization. Options include speaking directly to their manager or human resources team, submitting an anonymous report via Convercent's online issue intake form at www.convercent.com/report, or speaking confidentially to someone by calling the Convercent hotline.

Convercent hotline agents support over 200 languages allowing individuals to report issues in their native language. Reporting parties that call the hotline using an international toll-free number will hear an initial greeting in their native language. The greeting will inform the reporting party that a language interpreter will be joining the call to assist them with filing their report. Options are also provided if the reporting party would like to file a report in English or prefer to file a report online at www.convercent.com/report.

Initial Greeting

The initial greeting is first heard in the local language followed by English.

In local language:

"Thank you for calling Convercent and MySafeWorkplace. Please stay on the line while we contact a language interpreter to assist you with your report. This process may take a few minutes. If you would like to file a report in English, press "one" to speak with an agent or log onto www.Convercent.com or www.MySafeWorkplace.com."

In English:

"If you would like to file a report in English, press "one" to speak with an agent or log onto www.Convercent.com or www.MySafeWorkplace.com."

Hold Message

In local language:

"Please stay on the line while we contact a language interpreter to assist you with your report. This process may take 3-5 minutes. If the call is disconnected, please call back."

In English:

"Please hold for the next available agent. You may also file a report online at www.Convercent.com or www.MySafeWorkplace.com"

Hotline Phone Numbers

Country	Carrier	Toll-Free Number	Translated Greeting
Algeria	All Carriers	+213.9.83.20.02.13	French
Argentina	Telefonica	+800.1777.9999	Spanish
Argentina	All Carriers	0800.333.0095	Spanish
Armenia	All Carriers	+374.60462654	Armenian
Australia	Telstra	+800.1777.9999	English
Belgium	Comgen Brussels	+800.1777.9999	Dutch
Belgium	All Carriers	0800.260.39	Dutch
Brazil	Embrtl	+800.1777.9999	Portuguese
Brazil (Rio de Janeiro)	All Carriers	+55.2120181111	Portuguese
Canada	Century Link	1.800.461.9330	English
Chile	CTC Mundo and Entel	1230.020.3559	Spanish
China	Telcom and Unicom	+800.1777.9999	Mandarin
China	All Carriers	00.400.120.3062	Mandarin
Colombia	Colombia ETB	844.397.3235	Spanish
Colombia	All Carriers	57.13816523	Spanish
Costa Rica	All Carriers	+506.4000.3876	Spanish
Czech Republic	All Carriers	800.701.383	Czech
Egypt	All Carriers	0800-000-0413	Arabic
Denmark	Telecom Denmark	+800.1777.9999	Danish
Finland	Sonera	+800.1777.9999	Finnish

France (includes Andora, Corsica, Monaco)	France Telecom	+800.1777.9999	French
Georgia	All Carriers	+995.706.7777493	Georgian
Germany	Deutsche Bundespost Telekom	+800.1777.9999	German
Greece	OTE	00800.1809.202.5606	Greek
Hong Kong	CW	+800.1777.9999	Mandarin
Hungary	Hungarian Telecommunications	+800.1777.9999	Hungarian
India	VSNL	+800.100.3428	Hindi
India	All Carriers	000.800.100.4175	Hindi
India (Delhi)	All Carriers	+91.11.71279057	Hindi
Indonesia	Persero Indosat	+803.015.203.5129	Indonesian
Indonesia (Jakarta)	All Carriers	+62.21.513.392.57	Indonesian
Ireland	Telecom Eireann	+800.1777.9999	English
Israel	Barak, Bezeq, and Gldn Lns	+800.1777.9999	Arabic
Italy (includes San Marino, Vatican City)	Telecom Italia	+800.1777.9999	Italian
Japan	KDD	+800.1777.9999	Japanese
Kazakhstan	All Carriers	8.800.333.3511	Kazakh
Korea, Republic of (South Korea)	Dacom	+800.1777.9999	Korean
Kyrgyzstan	All Carriers	00.800.30022.017	Russia
Luxembourg	Luxembourg Postes et Telecom	+800.1777.9999	French
Macau	CTM	+800.1777.9999	Portuguese
Malaysia	Malaysia Telecom	+800.1777.9999	Malaysian
Mexico	Telmex	+866.376.0139	Spanish

Netherlands	Telecom Netherlands	+800.1777.9999	Dutch
New Zealand	Telecom Corp	+800.1777.9999	English
New Zealand	All Carriers	0800-002341	English
Nigeria	All Carriers	070.80601844	English
Norway	Telenor Nett	+800.1777.9999	Swedish
Papua New Guinea	All Carriers	167.8.259.0263	English
Papua New Guinea (mobile)	All Carriers	177.0.224.7301	English
Philippines	PLDT	+800.1777.9999	Spanish
Poland	Polish Telecom	+800.111.3819	Polish
Poland	All Carriers	00.800.141.0213	Polish
Russia	All Carriers	8.800.100.9615	Russian
Saudi Arabia	All Carriers	+966.8111072514	Arabic
Singapore	Singapore Telecom	+800.1777.9999	Mandarin
Singapore	All Carriers	800.852.3912	Mandarin
South Africa	Posts & Telecom	+800.1777.9999	English
South Korea	All Carriers	080.808.0574	Korean
Spain (includes Canary Islands)	Telefonica	+800.1777.9999	Spanish
Sweden	Telia Telecom AB	+800.1777.9999	Swedish
Switzerland (includes Lichtenstein)	Swisscom	+800.1777.9999	German
Taiwan	Chunghura Telecom	+800.1777.9999	Mandarin
Tajikistan	All Carriers	+922.427.815395	Russia
Thailand	Comm Authority of Thailand	+800.1777.9999	Thai
Turkey	All Carriers	00.800.113.0803	Turkish

Ukraine	All Carriers	0.800.501134	Ukrainian
United Arab Emirates	All Carriers	8000-3570-2714	English
United Kingdom (includes England, Scotland, Northern Ireland, Wales)	BT and CW	+800.1777.9999	English
United States and Canada (includes US Virgin Islands, Puerto Rico, Guam)	Century Link	1.800.461.9330	English
Venezuela	All Carriers	0800.102.9423	Spanish
Venezuela (Caracas)	All Carriers	+58.212.7820.2174	Spanish
Vietnam	All Carriers	122.80.390	Vietnamese
Zimbabwe	All Carriers	+263.86.4404.1046	English
Note: For countries not listed here, use the following number for a collect call/reverse charge call. Operator assistance may be required and local charges may apply.		+1.720.514.4400	English