

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 a few 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	+213.982402369	French
Angola (Luanda)	All Carriers	+244.226434276	Portuguese, English
Argentina	Telefonica	00.800.1777.9999	Spanish
Argentina	All Carriers	0800.333.0095	Spanish
Armenia (Yerevan)	All Carriers	+374.60462654	Armenian
Australia	Telstra	0011.800.1777.9999	English
Australia	All Carriers	1.800.763.983	English
Austria	All Carriers	0800.281119	German, English
Bahrain	All Carriers	800.06.488	Arabic, English
Bangladesh	All Carriers	+880.(0).9610.998400	Bengali, Hindi, English
Belarus	All Carriers	8.820.0011.0404	Russian, English
Belgium	Comgen Brussels	00.800.1777.9999	Dutch, French
Belgium	All Carriers	0800.260.39	Dutch, French
Belize	All Carriers	1.800.017.6274	English
Benin (Parakou)	All Carriers	+229.61012482	French, English
Botswana	All Carriers	00269.800.3002.116	English
Brazil	Embretel	0021.800.1777.9999	Portuguese
Brazil	All Carriers	0.800.892.2299	Portuguese
Brazil (Rio de Janeiro)	All Carriers	+55.2120181111	Portuguese
Burkina Faso	All Carriers	+226.25300026	French, Mossi
Cambodia (Phnom Penh)	All Carriers	+855.23962515	Khmer, English, French
Canada	All Carriers	1.800.235.6302	French, English

Chile	CTC Mundo and Entel	1230.020.3559	Spanish
China	Telcom and Unicom	00.800.1777.9999	Mandarin
China	All Carriers	400.120.3062	Mandarin
Colombia	Colombia ETB	844.397.3235	Spanish
Colombia (Bogota)	All Carriers	+57.13816523	Spanish
Costa Rica	All Carriers	+506.4000.3876	Spanish
Croatia	All Carriers	0800.806.520	Croatian, English
Cyprus	All Carriers	8009.4544	Greek, Turkish, English
Czech Republic	All Carriers	800.701.383	Czech
Democratic Republic of Congo	All Carriers	+242.64000036	English
Denmark	All Carriers	8082.0058	Danish
Denmark	Telecom Denmark	00.800.1777.9999	Danish
Dominican Republic	All Carriers	1.829.200.1123	Spanish
Ecuador (Quito)	All Carriers	+593.2.4004719	Spanish, English
Egypt	All Carriers	0800.000.0413	Arabic
El Salvador (San Salvador)	All Carriers	503.21133417	Spanish, English
Estonia	All Carriers	800.0100.431	Estonian, Russian, English
Finland	Sonera	990.800.1777.9999	Finnish
Finland	All Carriers	0800.07.635	Finnish
France	All Carriers	0805.080339	French
France (includes Andora, Corsica, Monaco)	France Telecom	00.800.1777.9999	French
Georgia	All Carriers	+995.706.777493	Georgian
Germany	Deutsche Bundespost Telekom	00.800.1777.9999	German
Germany	All Carriers	0800.181.2396	German

Ghana	All Carriers	+233.24.2426201	English, Akan
Greece	OTE	00800.1809.202.5606	Greek
Guatemala (Guatemala City)	All Carriers	+502.23784832	Spanish
Honduras	All Carriers	800.2791.9500	Spanish, English
Hong Kong	CW	001.800.1777.9999	Mandarin, Cantonese, English
Hong Kong	All Carriers	800.906.069	Mandarin, Cantonese, English
Hungary	Hungarian Telecommunications	00.800.1777.9999	Hungarian
Hungary	All Carriers	+36.212111440	Hungarian
India	VSNL	000.800.100.3428	Hindi
India	All Carriers	000.800.100.4175	Hindi
Indonesia	Persero Indosat	+803.015.203.5129	Indonesian
Indonesia (Jakarta)	All Carriers	+62.21.297.589.86	Indonesian
Ireland	Telecom Eireann	00.800.1777.9999	English
Israel	All Carriers	1.809.457254	Arabic, Hebrew
Israel	Barak, Bezeq, and Gldn Lns	00.800.1777.9999	Arabic, Hebrew
Italy	All Carriers	800.727.406	Italian
Italy (includes San Marino, Vatican City)	Telecom Italia	00.800.1777.9999	Italian
Japan	All Carriers	010.800.1777.9999	Japanese
Japan	All Carriers	0800.170.5621	Japanese
Jordan	All Carriers	0800.22656	Arabic, English
Kazakhstan	All Carriers	8.800.333.3511	Kazakh
Kenya	All Carriers	0800.221312	English, Swahili

Kenya (Nairobi)	All Carriers	+254.20.3892291	English, Kirundi, Amharic, French
Korea, Republic of (South Korea)	Dacom	002.800.1777.9999	Korean
Korea, Republic of (South Korea)	All Carriers	080.808.0574	Korean
Kyrgyzstan	All Carriers	00.800.13337.289	Russian
Latvia	All Carriers	8000.4721	Latvian, Russian
Lebanon *Number is 2-step	All Carriers	01.426.801 then 855.8659.450	French, English
Lithuania	All Carriers	8.800.30451	Lithuanian, Russian, English
Luxembourg	Luxembourg Postes et Telecom	00.800.1777.9999	French
Macau	CTM	00.800.1777.9999	Portuguese
Macedonia	All Carriers	0800.93894	Macedonian, Albanian, Turkish
Malawi	All Carriers	800.026.9803	English, Chichewa
Malaysia	All Carriers	+60.1548770383	Malaysian
Malaysia	Malaysia Telecom	00.800.1777.9999	Malaysian
Mali	All Carriers	+223.449.60005	French, Bambara
Malta	All Carriers	800.62781	Maltese, English, Italian
Mauritius	All Carriers	802.049.0005	English
Mexico	Telmex	001.866.376.0139	Spanish, English
Mexico	All Carriers	01.800.681.6945	Spanish, English
Moldova	All Carriers	0.800.61802	Romanian, Russian, English
Montenegro	All Carriers	080.800.006	Montenegrin, English
Morocco (Casablanca)	All Carriers	+212.5204.85014	Arabic, English
Namibia (Windhoek)	All Carriers	+264.833300079	English

Nepal	All Carriers	1.800.001.0106	Nepali, English
Netherlands	All Carriers	0.800.022.0441	Dutch
Netherlands	Telecom Netherlands	00.800.1777.9999	Dutch
New Zealand	Telecom Corp	00.800.1777.9999	English
New Zealand	All Carriers	0800.002341	English
Nicaragua	All Carriers	001.800.222.5602	Spanish
Nigeria	All Carriers	070.80601844	English
Nigeria (Lagos)	All Carriers	+234.1.227.8917	Spanish, English
Norway	All Carriers	800.24.664	Swedish
Norway	Telenor Nett	00.800.1777.9999	Swedish
Oman	All Carriers	800.74295	Arabic, English
Pakistan (Islamabad)	All Carriers	+92.518108900	English, Urdu, Farsi
Panama	All Carriers	001.800.204.9188	Spanish
Panama	All Carriers	800.2066	Spanish
Papua New Guinea	All Carriers	000861204	English
Paraguay	All Carriers	009.800.542.0162	Spanish
Peru	All Carriers	0800.78323	Spanish, English
Philippines (Manila)	All Carriers	+63.2.6263049	Tagalog, English
Philippines	PLDT	00.800.1777.9999	Tagalog, English
Poland	Polish Telecom	00.800.111.3819	Polish
Poland	All Carriers	00.800.141.0213	Polish
Portugal	All Carriers	800.180.367	Portuguese
Portugal	All Carriers	00.800.1777.9999	Portuguese
Qatar	All Carriers	00800.100.801	Arabic, English
Romania	All Carriers	0.800.360.228	Romanian, English

Russia	All Carriers	8.800.100.9615	Russian
Saudi Arabia	STC Network phones ONLY	800.814.0282	English- caller can ask agent for Arabic translator if needed
Saudi Arabia	Etihad Atheeb, Mobiliy and Zain networks, not STC Network	800.850.0510	English- caller can ask agent for Arabic translator if needed
Serbia	All Carriers	0.800.190.167	Serbian, German, English
Singapore	Singapore Telecom	001.800.1777.9999	Mandarin
Singapore	All Carriers	800.852.3912	Mandarin
Slovakia	All Carriers	0.800.002.487	Slovak, Czech, English
Slovenia	All Carriers	0.804.88853	Slovenian, English
South Africa	Posts & Telecom	00.800.1777.9999	English
South Africa (Johannesburg)	All Carriers	+27.105004106	English
Spain (includes Canary Islands)	Telefonica	00.800.1777.9999	Spanish
Spain	All Carriers	900.905460	Spanish
Sri Lanka (inside Colombo)	All Carriers	247.2494	English
Sri Lanka (outside Colombo)	All Carriers	011.247.2494	English
Sweden	Telia Telecom AB	00.800.1777.9999	Swedish
Sweden	All Carriers	020.889.823	Swedish
Switzerland	All Carriers	0800.838.835	German
Switzerland (includes Lichtenstein)	Swisscom	00.800.1777.9999	German
Taiwan	All Carriers	00801.14.7064	Mandarin
Taiwan	Chunghura Telecom	00.800.1777.9999	Mandarin

Tajikistan (Dushanbe)	All Carriers	+992.427.815395	Russian
Tanzania	All Carriers	0800.780.005	Swahili, English
Thailand	All Carriers	1.800.012.657	Thai
Thailand	Comm Authority of Thailand	001.800.1777.9999	Thai
Thailand (Bangkok)	All Carriers	+66.21065161	English, Thai, Burmese
Tunisia	All Carriers	+216.31399185	Arabic, French, English
Turkey	All Carriers	00.800.113.0803	Turkish
Uganda	All Carriers	+256.206300115	English, Swahili
Ukraine	All Carriers	0.800.501134	Ukrainian
United Arab Emirates	All Carriers	8000.3570.3169	English, Arabic
United Kingdom (includes England, Scotland, Northern Ireland, Wales)	All Carriers	0.808.189.1053	English
United Kingdom (includes England, Scotland, Northern Ireland, Wales)	BT and CW	00.800.1777.9999	English
United States (includes US Virgin Islands, Puerto Rico, Guam)	All Carriers	1.800.461.9330	English, Spanish
Venezuela	All Carriers	0800.102.9423	Spanish
Venezuela (Caracas)	All Carriers	+58.212.720.2174	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. Operator assistance may be required and charges may apply.	All Carriers	+1.720.514.4400	English, Spanish, Mandarin, Arabic, Russian, French, Armenian, Bengali, Lao, Uzbek

