

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
Albania (Tirana)	All Carriers	+355 4 454 1957	Albanian, English, Greek
Algeria	All Carriers	+213 982402369	French
Angola (Luanda)	All Carriers	+244 226434276	Portuguese, English
Antigua	All Carriers	1-855-385-4107	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
Barbados	All Carriers	1-855-203-6928	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
Bermuda	All Carriers	1-855-579-9534	English
Bolivia	All Carriers	800 104 008	Spanish, English, Portuguese
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 21 2018-1111	Portuguese
Brunei	All Carriers	801 4144	Malay, English
Bulgaria	All Carriers	0800 46038	Bulgarian, English, Turkish
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
Cayman Islands	All Carriers	1-855-475-9296	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
Curacao	All Carriers	+599 9 7889979	English, Dutch, Spanish
Cyprus	All Carriers	8009 4544	Greek, Turkish, English
Czech Republic	All Carriers	800 701 383	Czech
Denmark	All Carriers	8082 0058	Danish
Denmark	Telecom Denmark	00 800 1777 9999	Danish
Dominican Republic	All Carriers	1-829-200-1123	Spanish
Ecuador	CNT, Claro and Movistar	1 800 000 138	Spanish, English
Egypt	All Carriers	0800 000 0413	Arabic
El Salvador (San Salvador)	All Carriers	+503 2113-3417	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
Grenada	All Carriers	1-855-304-7847	English
Guatemala (Guatemala City)	All Carriers	+502 2378-4832	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, English
India	All Carriers	000 800 100 4175	Hindi, English
India (Kolkata)	All Carriers	+91 337-1279005	Hindi, English
Indonesia	Persero Indosat	+803 015 203 5129	Indonesian
Indonesia (Jakarta)	All Carriers	+62 21 50851420	Indonesian
Ireland	All Carriers	1800 904 177	English

Ireland	Telecom Eireann	00 800 1777 9999	English
Israel	All Carriers	1 809 477254	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
Jamaica	All Carriers	1-876-633-1693	English
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	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
Myanmar	All Carriers	0800 800 8023	
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	0800-002-341	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	Norwegian, Swedish
Norway	Telenor Nett	00 800 1777 9999	Norwegian, Swedish
Oman	All Carriers	800 74295	Arabic, English
Pakistan (Islamabad)	All Carriers	+92 51 8108900	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
Republic of Congo	All Carriers	+242 64000036	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
St. Lucia	All Carriers	1-844-236-5175	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 2106 5161	English, Thai, Burmese
Trinidad and Tobago	All Carriers	1-868-224-5814	English
Tunisia	All Carriers	+216 31399185	Arabic, French, English
Turkey	All Carriers	+90 850 390 2109	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
Uruguay	All Carriers	000 401 912 22	Spanish, English, Portuguese
Uzbekistan	All Carriers	00 800 120 1246	Uzbek, Russian, English
Venezuela	All Carriers	0800 102 9423	Spanish
Venezuela (Caracas)	All Carriers	+58 212 720 2174	Spanish
Vietnam	Viettel	122 80 390	Vietnamese
Vietnam (Ho Chi Minh)	All Carriers	+84 2844581407	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