

Premiere  
**WORLDLINK**  
COMMUNICATIONS SERVICES



SUITE 600, THE LENOX BUILDING  
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## HOW TO SET-UP OR CHANGE THE WORLDLINK 9¢ NUMBER

1. Go to [www.worldlink9.com](http://www.worldlink9.com) and follow directions to program or change your WorldLink 9¢ Number or...
2. If you do not have internet access, call our 24 hour customer support group at 1-877-761-0369.

*Note: Your WorldLink 9¢ Number can be changed up to 3 times per month and your account will be updated within 48 business hours after receipt of your request.*

## HOW TO MAKE A CALL TO YOUR WORLDLINK 9¢ NUMBER

1. Dial the WorldLink 9 Access Number (1-877-760-0999).
2. Enter your WorldLink 9 Account Number and PIN.
3. Press **1** and your WorldLink 9¢ Number will automatically be dialed.

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, please use the following instructions to place access your account or any of the following features...*

1. Dial your Personal 800 Number
2. Press **\*** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **1** and your WorldLink 9¢ Number will automatically be dialed.



## HOW TO PLACE A CALL TO ANY OTHER NUMBER

1. Dial your WorldLink 9 Access Number (1-877-760-0999).
2. Enter your WorldLink 9 Account Number and PIN.
3. Press **[2]** and dial the destination number as instructed.

*Note: Domestic and International calls can be placed by using this option.*

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, please use the following instructions to place a call.*

1. Dial your Personal 800 Number
2. Press **[\*]** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **[2]** and dial the destination number as instructed

*Note: Domestic and International calls can be placed by using this option.*

## HOW TO MAKE A CONFERENCE CALL

1. Dial the WorldLink 9 Access Number (1-877-760-1999).
2. Enter your Account Number and PIN.
3. Press **[3]** for your Conference Calling option.
4. Dial the first party of your conference.
5. Press **[#]** to add additional parties (limited to three additional parties).

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, please use the following instructions to make a conference call.*

1. Dial your Personal 800 Number
2. Press **[\*]** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **[3]** for your Conference Calling option.
4. Dial the first party of your conference.
5. Press **[#]** to add additional parties (limited to three additional parties).

## HOW CALLERS LEAVE YOU A FAX

1. Callers dial the WorldLink 9 Access Number (1-877-760-0999) from the fax machine handset.
2. Callers enter your Account Number, then press the **[#]** key.

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, please use the following instructions to have callers leave you a fax.*

1. Callers dial your Personal 800 Number from the fax machine handset.

## HOW TO RETRIEVE YOUR FAX MESSAGES.

1. Obtain the number of the fax machine to which you wish to send the fax.
2. Dial the WorldLink 9 Access Number (1-877-760-0999).
3. Enter your Account Number and PIN.
4. Press **[4]** and follow the prompts to retrieve your fax.

*Note: At the prompt, you will hear the identifying message prior to each fax. After hearing the identifying message, you have the option of saving, deleting or retrieving the fax.*

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, Please use the following instructions to retrieve your fax messages.*

1. Dial your Personal 800 Number
2. Press **\*** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **4** and follow the prompts to retrieve your fax.

## HOW TO RETRIEVE A FAX COPY OF YOUR STATEMENT

1. Dial the WorldLink 9 Access Number
2. Enter your Card Number and PIN.  
Press **4** and follow the prompts to retrieve a copy of your statement.

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, please use the following instructions to retrieve a fax copy of your statement.*

1. Dial your Personal 800 Number
2. Press **\*** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **4** and follow the prompts to retrieve a copy of your statement.

## HOW TO MAKE AN INTERNATIONAL CALL FROM THE U.S.A.

1. Dial the WorldLink 9 Access Number (1-877-760-0999)
2. Enter your Account Number and PIN.
3. Press **2** and dial 011 followed by the country code, city code and number of the destination you are calling.

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, Please use the following instructions to make an international call from the U.S.A.*

1. Dial your Personal 800 Number
2. Press **\*** and Enter 4 digit PIN (no need to enter a 10 digit account number).
4. Press **2** and dial 011 followed by the country code, city code and number of the destination you are calling.

## HOW TO ACCESS NEWS SERVICES

1. Dial the WorldLink 9 Access Number
2. Enter your Account Number and PIN
3. Press **5**  
Press **1** for News Headlines  
Press **2** for Sports Updates  
Press **3** for Weather Updates  
Press **4** for Financial News  
Press **5** for Soap Opera Updates  
Press **6** for Horoscopes

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, Please use the following instructions to access news services.*

1. Dial your Personal 800 Number
2. Press **\*** and Enter 4 digit PIN (no need to enter a 10 digit account number).
3. Press **5** and follow the prompts to access news services.

## HOW TO ACCESS TRAVEL AND CONCIERGE SERVICES

1. Dial the WorldLink 9 Access Number
2. Enter your Account Number and PIN
3. Press **6**
  - Press **1** for Airline Information and Reservations
  - Press **2** for Dining Information and Reservations
  - Press **3** for Car & Limousine Information and Reservations, Airport Meet and Greet.
  - Press **4** for Lodging Information and Reservations
  - Press **5** for Theater, Sports, Music and Special Events Information
  - Press **6** for Golf Course Information and Tee Times
  - Press **7** for Medical Referrals and Emergency Assistance
  - Press **8** for Legal Referrals and Emergency Assistance
  - Press **9** for Flower Delivery, Baby Sitting and other Special Services.

*Note: If you've upgraded your WorldLink 9 Account to include a Personal 800 Number, Please use the following instructions to access travel and concierge services.*

3. Dial your Personal 800 Number
4. Press **\*** and Enter 4 digit PIN  
(no need to enter a 10 digit account number).
3. Press **6** and follow the prompts to access news services.

## PREMIERE WORLDLINK 9 CARD BILLING

Premiere WorldLink 9 Card bills your credit card each time your balance reaches a pre-set level. Any remaining balance under the pre-set level at month's end is then billed to your credit card in exact amount. Therefore, there may be several billing entries shown on your credit card statement. THESE ARE NOT DUPLICATIONS.

## PREMIERE WORLDLINK 9 CARD STATEMENTS

You will receive a Statement of Account monthly, detailing your card usage during the prior month. IT IS NOT A BILL. Charge totals on your statement may not agree with charges shown on your credit card statement due to the differences in statement cut-off dates.

## PROTECTION AGAINST FRAUDULENT CARD USE

Premiere WorldLink 9 helps protect you against fraudulent use of your card with private PINs, passwords, credit card verification upon sign-up, and daily and monthly usage limits. However, only you can provide complete protection by controlling access to your card number, and shielding your dialing action from onlookers in public places.



## TERMS AND CONDITIONS

By subscribing to the Premiere WORLDLINK 9 Card you agree to the following terms and conditions. Use of the Premiere WORLDLINK 9 Card will constitute your consent to these terms and conditions. Premiere WORLDLINK 9 is a service mark of and for the purposes of this Agreement means Premiere Communications, Inc. ("PREMIERE").

(1) Cancellation: This agreement will remain in full force until canceled by either party. PREMIERE may suspend, cancel, or otherwise terminate service at any time without notice for any reason which in PREMIERE's judgment may preclude it from receiving payment for its services. To cancel the Premiere WORLDLINK 9 Card, call 1-877-761-0369 or write to PREMIERE at 3399 Peachtree Road NE, The Lenox Building, Suite 600, Atlanta, GA 30326. Your letter must be signed by you and include your Premiere WORLDLINK 9 Card Number and your current mailing address. After PREMIERE receives notice of cancellation you agree PREMIERE has authorization to initiate a final charge if an outstanding balance exists.

(2) Billing: A subscription to Premiere WORLDLINK 9 requires a credit card number for billing. By providing PREMIERE with a credit card number you grant PREMIERE authorization to submit charges to that credit card number. PREMIERE will charge the credit card in predetermined increments as usage is accumulated each month. At month's end, usage not previously charged is charged in exact amount. You agree PREMIERE has permission to recurrently charge the credit card number on file and the amount charged by PREMIERE may vary. You acknowledge the frequency of the recurring charges is primarily dependent upon usage of Premiere WORLDLINK 9, and you agree to waive your right to written advance notification of the amount and date of the next charge.

(3) Release: PREMIERE will not be liable or responsible for any damages, losses, obligations, liabilities, claims and expenses (including reasonable attorneys' fees and other costs and expenses of any suit, action, investigation, claim or proceeding) of any kind whatsoever, sustained, incurred or required to be paid by PREMIERE by reason of or arising out of or attributed, directly or indirectly, to your improper use of the Premiere WORLDLINK 9 Card. Such release will include PREMIERE, Premiere WORLDLINK 9, its affiliates, and their subcarriers and subcontractors.

(4) Availability of Service: PREMIERE makes no warranties or guarantees that any country may be accessible through its Access Numbers.

(5) Procedure for Lost Cards: PREMIERE Sales Center is available 24 hours a day, 7 days a week. If your card is lost or stolen, or if you require additional cards, call 1-877-761-0369. When you report a lost card, PREMIERE will immediately disable your Premiere WORLDLINK account and issue you a new card.

Your WORLDLINK 9# Number can only be programmed with a USA toll number from the contiguous 48 states (Alaska and Hawaii not included).

Your WORLDLINK 9# Number can be changed up to 3 times per month by contacting customer support at WWW.WORLDLINK9.COM or 1-877-761-0369. Your WORLDLINK 9 Number will be updated within 48 hours after receipt of your request.

One Month of FREE Calling Card Calls: To receive your FREE month of calling card calls, you must have billable activity in 6 of the 12 months following your enrollment date and have billable activity in the 10th, 11th and 12th month following your enrollment date. Your FREE month will consist of an average of your usage activity for the 12 month period following your enrollment date.

