



**Q: How do I schedule a Proximity video conference suite?**

**A:** To schedule a conference, please fill out a reservation form and fax it to 1-339-219-3898. There is a space at the bottom of the form for your credit card information. The name on the card must match the signature. If you prefer to make a reservation electronically, please visit [www.actconferencing.com](http://www.actconferencing.com) and select Video Conferencing Service. Next, select Suite Rentals and Find and Reserve a Suite Online to submit a request. After your request is processed, you will receive a confirmation. You may also go straight to the form at the link below.

<http://www.actconferencing.com/customer/resources/guides-resources.aspx>

**Q: What is the fax number that I can use to submit a reservation request?**

**A:** ACT Proximity's international fax number is 1-339-219-3898.

**Q: What is the normal/average price for a room rental?**

**A:** ACT Proximity's room rental pricing for regular business hours in the U.S. ranges, on average, from \$175 to \$325 per hour depending on the location and size of the room. Outside the U.S., the price usually starts at \$250 per hour and goes up, depending on the size of the room and the location.

**Q: Do you have direct telephone numbers for Proximity locations?**

**A:** Yes. We provide video suite location telephone numbers after rooms are confirmed. If you have questions about Proximity services, please use one of the numbers below to contact your regional ACT office.

Australia	61-8-8104-5188
Hong Kong	852-2287-4058
EMEA	44-20-8901-5311
U.S. / Canada	1-800-433-2900
International	1-339-219-3769

**Q: Do you require site testing?**

**A:** Yes. When ACT bridges the meeting, we test connections between your site and the rental suite prior to your conference. If there are issues, we can resolve them before you start your meeting.

**Q: When will I receive an invoice?**

**A:** ACT Proximity generates invoices monthly, near the 15<sup>th</sup> of the month following the month in which your reservation occurred. We process conference details throughout the month, however, so you can review your activity online in the ACT Customer Billing Center.



## Frequently Asked Questions - Proximity Suite Rentals

**Q. What is the average time from conference completion to the availability of the data in ACT's Customer Billing center?**

**A.** Ten days.

**Q. How do I sign up for online billing?**

**A.** Go to [www.actconferencing.com](http://www.actconferencing.com) and select Customer Center. Then select Login and Account Management to visit the page that enables you to request a login to the Customer Billing Center. At the bottom of this screen, click on "Learn more or register for access." You will need your Payer ID, which you can find on your invoice or by contacting Debra McManus at [dmcmanus@video.acttel.com](mailto:dmcmanus@video.acttel.com). You may use this link to go directly to the Account Management page:  
<http://www.actconferencing.com/customer/account/account-management.aspx>.

**Q: Who can I speak to about an invoice I received?**

**A:** You may contact Debra McManus at 1-339-219-3850

**Q: Do you allow payments with credit cards?**

**A:** Yes. ACT Proximity takes the following credit cards: Visa, Master Card and American Express. ACT does not accept Discover at this time. Credit card payments are processed near the 15<sup>th</sup> of the month following the month in which your reservation occurred. Payments on credit cards can be processed only in the following currencies:

- USD U.S. dollar
- CAD Canadian dollar
- GBP Great Britain pounds

**Q: What if I need to connect via phone or with a company that has its own video conferencing equipment?**

**A.** ACT Conferencing is a global provider of audio, video and web conferencing services. You may integrate our audio services, webcast or hosted and managed video conferencing services when you use our Proximity rooms. For more information go to [www.actconferencing.com](http://www.actconferencing.com).

**Q: Where can I go to learn more about ACT Proximity video suite rentals?**

**A:** <http://www.actconferencing.com/services/video-conference/video-suite-rentals.aspx>

**Q. What is the ACT customer service contact information?**

**A.** Visit <http://www.actconferencing.com/customer/contact/contact-customer-service.aspx> to communicate online or to find international customer service telephone numbers. In the U.S., call 1-888-213-4411.