■ Arcstar Conferencing Services — Some of the main service features

	Audio Conferencing	Web Conferencing (*1) [Meeting Center]	Video Conferencing
Key features/ Main customer needs	Reservationless conferencing solution that is quick and easy to use. Comes with basic sharing functions and call monitoring controls	File sharing with interactive editing	Realistic visuals with multi-device support Full HD multi-device video conferencing experience over internet
Visual quality	—	Max 1280×720	Max 1920×1080
File Sharing	●View shared files, control audio, and chat via PC and smartphone	●Edit files interactively among conference participants ●Sharing functions Document sharing Application sharing Desktop sharing	●View shared files with a PC
Other functions	●**Invite participants** ●**Operator assistance** (24/7, even during a meeting) ●**File transfer**	●**Meeting Support** (Chat/voting/file transfer) ●**Recording/Playback**	●**Invite participants** (one-on-one basis) ●**Legacy room** (H.323 integration)
Simultaneous connections/ meeting	Max 50 (100 and many more if pre-arranged)	Max 25 (Extendable to 200)	Max 50 (Customized plan for over 50)
Support Languages (*2)	●**18 languages** English, Japanese, Simplified Chinese, Traditional Chinese, Korean, French, German, Spanish, Italian, Portuguese, Dutch, Finnish, Polish, Russian, Turkish, Swedish, Norwegian, Czech	●**13 languages** English, Japanese, Simplified Chinese, Traditional Chinese, Korean, French, German, Swedish, Spanish, Italian, Portuguese, Dutch, Russian	●**18 languages** English, Japanese, Simplified Chinese, Traditional Chinese, Korean, French, German, Spanish, Italian, Portuguese, Finnish, Polish, Thai, Russian, Turkish, Norwegian, Dutch, Swedish

*1 : Web Conferencing offers several services in addition to Meeting Center in the table above.
They are
Event Center, which offers up to 3,000 simultaneous connections for large scale events.
The Training Center allows for online training where trainees can be grouped and learn in an immersive environment from even remote locations.
Support Center, which enhances performance efficiency in customer support job.
IM/Presence, which features specialized presence and chat functions.
*2 : This is based on what language the service's User Interface is capable of translating into.
*3 : Please contact us for further information if your requirements extend outside of the services described in the table above.

Arcstar Conferencing

Cloud-based conference service to accelerate business

NTT Communications

Global ICT Partner
Innovative. Reliable. Seamless.

Cost efficiency and ease of use

Audio Conferencing

○ Urgent conference calls for emergencies
○ Teleworking
○ Product briefings for local and overseas offices

Audio   Video   File sharing   Multi device

File sharing and interactive editing

Web Conferencing

■ Meeting Center   ■ Event Center
■ Training Center   ■ Support Center
■ IM/Presence

○ Remote meetings between headquarters and branch offices
○ Webinars
○ Customer support
○ Communication with co-workers

Audio   Video   **File sharing**   Multi device *

*Some services are currently being prepared.

**High visual quality,
device-independent communication**

Video Conferencing

○ Checking manufacturing conditions at overseas factories
○ Remote checking the quality of purchased goods
○ Remote job interviews

Audio   **Video**   File sharing   Multi device

Total support by expert event staff

Event

Finance
IR

Sales Marketing
New service launch events/campaigns

PR
Media events

HR
Training

Arcstar Conferencing

Fast and Simple to Use

Audio Conferencing

Only 2 steps for quick and easy access — Connect and enter your PIN code to join the conference.

■ Multiple dialing and charging options

Toll Dial-in (charged to participants), Toll Free Dial-in (charged to host), Dial Out (charged to host) .

■ 24/7 Customer support

24/7 local live assistance during conferences.

■ Productivity

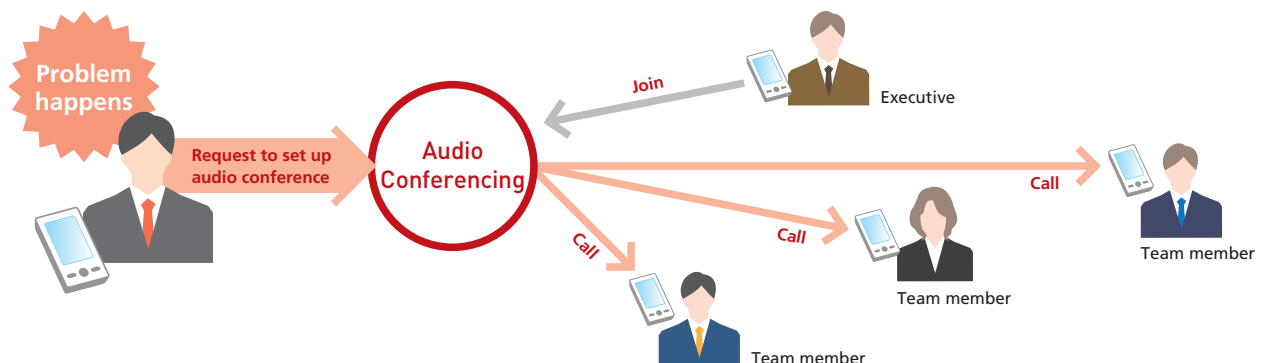File sharing, customer portal, and recording feature.

■ Security

Additional security with optional one-time PIN codes.

Usage scenario

Very quick and easy simultaneous calling to team members during emergencies.

Problem happens

Request to set up audio conference → Audio Conferencing

Join — Executive

Call — Team member

Call — Team member

Call — Team member

3

Feature rich solutions

Audio | Video | File sharing | Multi device *

*Some services are currently being prepared.

Web Conferencing

Meeting Center | **Event Center** | **Training Center** | **Support Center** | **IM/Presence**

4 types of Web conference services and a presence feature that shows other members' status.

Real-time collaboration during a conference

Meeting Center

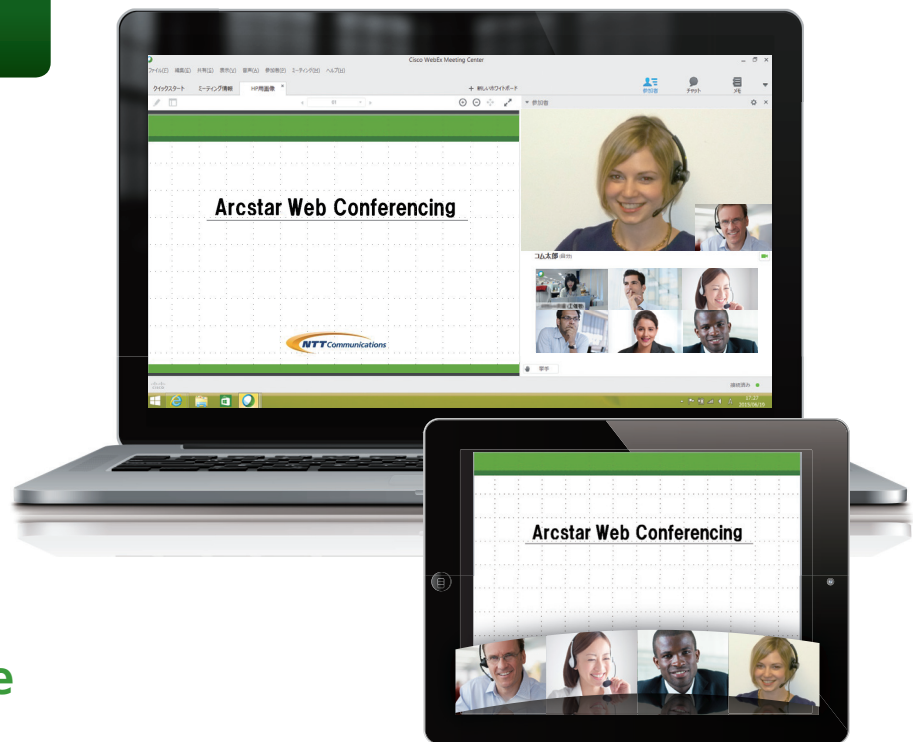### ■ Host up to 200 participants per call

Support small meetings of up to 25 participants and large ones of up to 200 participants.

■ Interactive editing

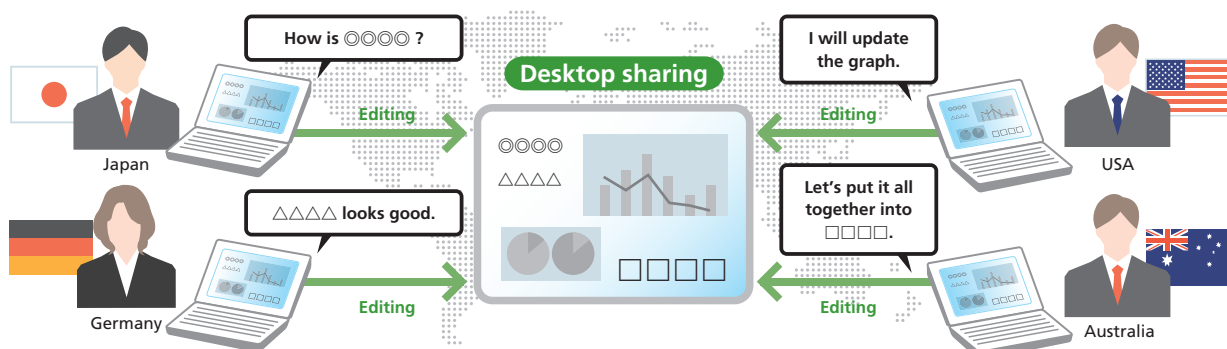Team members can easily share files and edit documents together with all members.

■ Record/Play feature

Record a meeting for later sharing.

Arcstar Web Conferencing

Usage scenario

Smooth document editing among team members during remote meetings.

How is ◎◎◎◎ ?

I will update the graph.

Desktop sharing

△△△△ looks good.

Let's put it all together into □□□□.
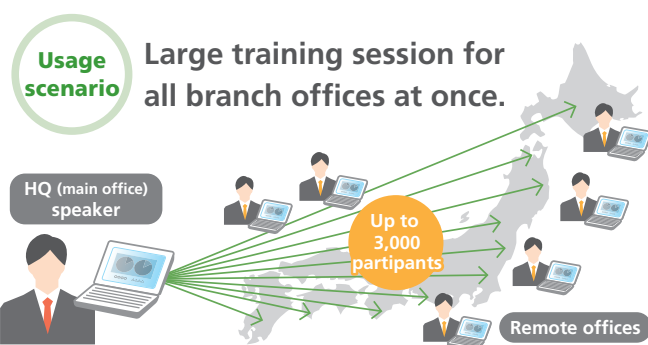
Editing

Japan

Germany

USA

Australia

Event Center

■ Low-cost, with up to 3,000 participants

Affordable plans available for 100, 500, and 1,000 participants.

■ A full range of functions useful for events

Take advantage of document sharing, questionnaires, Q&A, and training sessions, and gather marketing data such as participants interest in the event.

Usage scenario — Large training session for all branch offices at once.

HQ (main office) speaker

Up to 3,000 partipants

Remote offices

Support Center

■ Remote support for customers

Share a customer's screen and control it remotely. Allows for smoother condition checking and instruction giving.

■ Streamline operations with ACD

Direct customers to the most suitable support personnel based on their situation.

Usage scenario — Answer inquiries while looking at the same screen.

Customer's desktop

Support Staff's desktop

I'm getting an error on my screen…

Remote operation

I see it. Please click here.
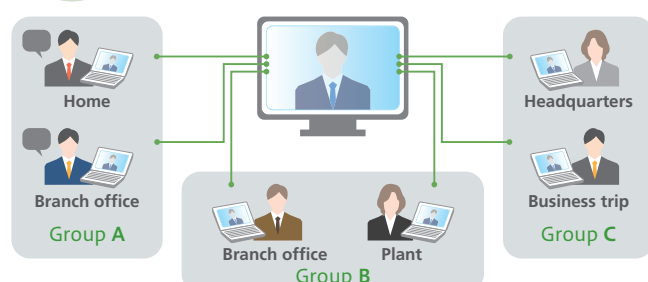
Customer

Support staff

Training Center

■ Groupwork akin to that in actual classrooms

Participants from each region are put into groups and hold discussions. Instructors supervise each group.

■ Robust training functions

Conduct highly-customizable online tests, conduct Q&A sessions, administer questionnaires for events in progress, stream video content, and much more.

Usage scenario — Take part in online training from branch offices

Home

Branch office

Group **A**

Branch office

Plant

Group **B**

Headquarters

Business trip

Group **C**

IM/Presence

■ Presence management and file forwarding

Choose the best way to communicate with someone based on their situation. When one on one, users can also transfer files and share desktops*.
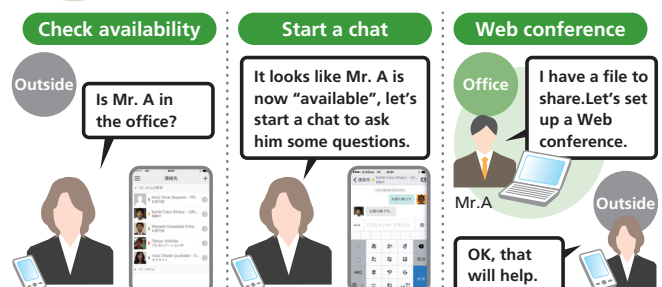
*Not available for smart devices.

■ Chatting and web conferences

Ask a question in chat and then jump into a web conference with one click.*   *Requires Meeting Center contract.

Usage scenario — Easy communication tool for both inside and outside the office.

Check availability   **Start a chat**   **Web conference**

Outside

Is Mr. A in the office?

It looks like Mr. A is now "available", let's start a chat to ask him some questions.

Office

I have a file to share.Let's set up a Web conference.

Mr.A

Outside

OK, that will help.

*Subscription to Arcstar Web Conferencing Meeting Center is required to use Web Conference.
*When setting up meetings from smart devices, users can invite only 1 person per IM/Presence screen.

High quality and device-independent

Video Conferencing

Whenever, wherever there is an internet connection, Arcstar Video Conferencing allows for rich, realistic images without special equipment.
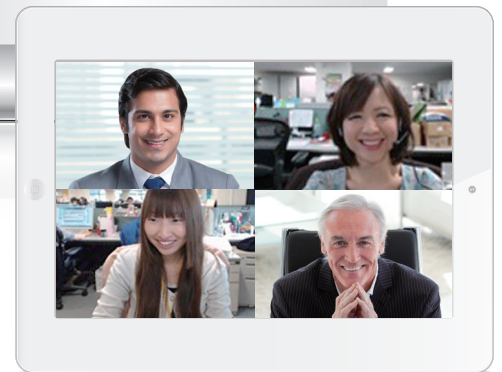
■ Cloud-based service

As long as Internet is available, enjoy full-screen video conferencing on your PC or tablet just like traditional video-conferencing - without the need for special equipment.

■ Simple operation, high-quality video

An intuitive user interface provides easy access to lifelike images and sounds with this service.
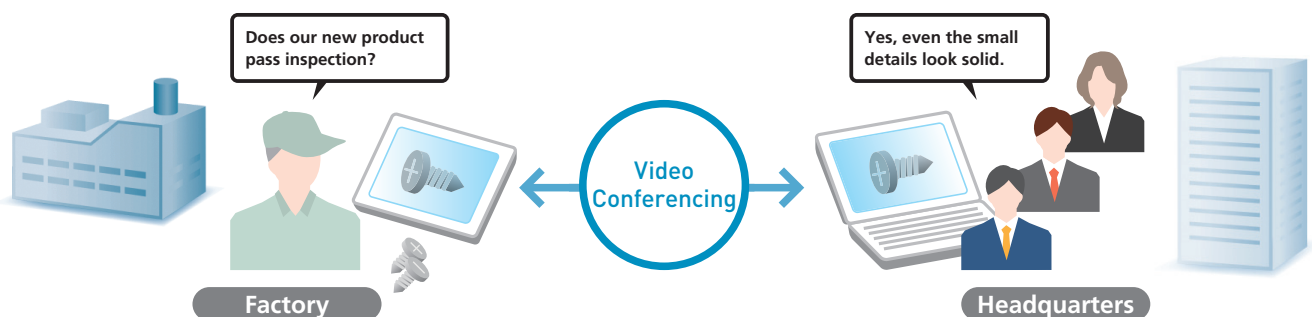
■ Device independency

Arcstar Video Conferencing welcomes PCs, tablets, and smartphones.

Usage scenario

Monitor factory conditions and inspect the quality of finished products.

Does our new product pass inspection?

Yes, even the small details look solid.

Video Conferencing

Factory

Headquarters

Our expert event team provides support throughout the entire process

Event

Made-to-order online events. From audio/web/webcast functions to pre- conference support, live support during the conference, and feedback based on surveys and voting.

Internet distribution

Record

Audio distribution

Customer Support

Usage scenario

▪ Professional project management and event expertise

We focus on delivering your message while we manage your event. Skilled operators conduct high-quality events that can include event planning, tech support on the event day, and tracking/reporting in a follow-up process.

▪ Interactive communications

Get live feedback from your participants through optional surveys, polling, Q&A and chat.

▪ Global support

We use professional translators and provide localized assistance in 19 languages. Global support is available for 32 countries.

"Arcstar Conferencing Event" supports you every step of the way, letting you deliver first-class presentations in virtual events and online conferences such as IR meetings, press relations events, sales training programs and webinars. The service includes fully-assisted audio/web/webcast conferences, device rentals, event hosting, and post-event analysis based on our customers' requests.

Finance
- Announcement of financial results to shareholders
- Investor relations calls

Sales Marketing
- Product training for your entire sales force
- Product launch announcements

PR
- PR events
- Crisis Communications

HR
- First-round interviews
- Induction programs

With Arcstar Audio/Web conferencing functions, we provide ready-to-use, cost-effective Event Packages as well as fully customized services.

Event packages The packages include an Investor Relations Pack, Marketing Pack, Internal Communications Pack, Training Pack and Emergency Pack.

Full customization option We also offer customized services for specific virtual events that you may be planning.