

Interact with millions of viewers or listeners

Telia MegaCall enables you to receive very large numbers of phone calls in a short time. Use this solution to let your television or radio audience take part in votes, competitions, charity appeals, opinion polls and other interactive events.

Capacity for extreme situations

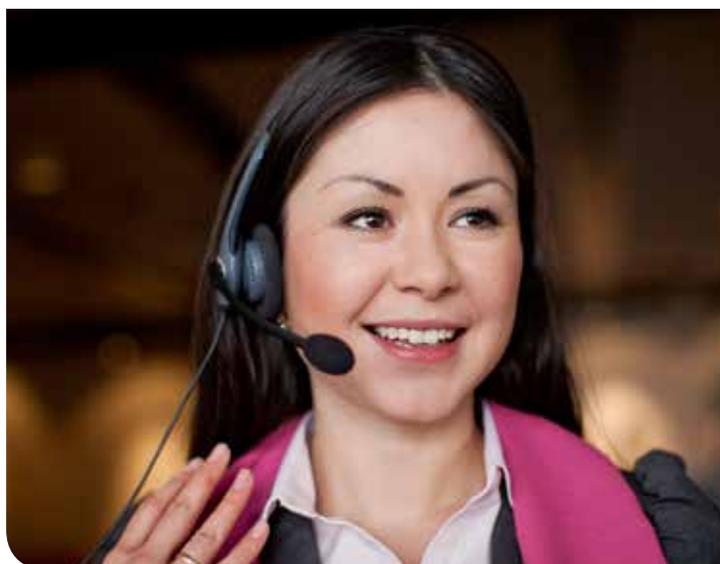
Telia MegaCall is capable of answering approximately five million phone calls in an hour. This means excellent service even if practically the entire nation sits down in front of the TV to watch your programme.

Each caller receives a voice message that lets them know their call has been received and they have participated in the activity.

Continuous up-to-the-minute statistics

You can follow the progress of the mass call-in on your own computer. The results can be presented in real time over a web interface anywhere you may be, such as in the studio. You can see the exact numbers of calls that have come in.

It is also possible to switch randomly selected calls through to an answering position of your choice, enabling callers to participate in the programme or activity.



Controlled from an ordinary PC

Telia MegaCall is a sort of automatic switch that uses technology installed in the public telephone network. You use the service via a web interface. All you need to do is install a special security certificate, which we supply.

Through your computer you remain in full control of everything that happens during the activity. The calls do not pass through your regular PABX at all, so there is no risk of it being overloaded.

Telia MegaCall

Simple, practical pricing model

There are no start-up costs or connection charges with Telia MegaCall. The basis of the pricing model is that Telia retains a small percentage of the revenue from the calls you receive.

The price level is your choice. There are numerous tariff classes, ranging from SEK 0.80 to SEK 19.90 per phone call. For fundraising organizations with 90 accounts, there are a few VAT-free tariff classes to choose from, SEK 9.90 and SEK 50.00. In the calendar month following your activity we pay out your share of the call revenue.

How to become a customer

You contact the Telia MegaCall product team and tell us what you want to do. If we think our service is appropriate for your needs, we will send you an order form. You fill in details of your organisation, how many phone numbers you will need, and your chosen tariff class.

We then post you a contract based on your order. When we get the signed contract back you will receive access to the security certificate you need to use Telia MegaCall. And then you're ready to go!

Ready to go – fast

We send off your order form, draft your contract and supply the certificate almost immediately. If you're a fast mover yourself, you can have Telia MegaCall ready to go within about one week.

We suggest you start producing the sound files containing the voice messages for your callers as soon as you have sent in your order. That means you can quickly get started when you get your certificate. You just need to make a few simple settings and load the sound files onto your system.

Worth knowing

This is what you need

This is what you need to use Telia MegaCall:

- a contract with Telia MegaCall
- a Windows PC
- a security certificate for Telia MegaCall
- an internet connection
- sound files

Variants for different needs

There are several variants of Telia MegaCall:

- **Competition** – A single phone number that can be used for competitions or for vetting callers to a talk-back programme, for example
- **Televote** – A number for each voting option, with or without the option of switching calls through to an operator.
- **Interactive Vote** – A single phone number. Callers record their vote by means of their telephone keypad. With or without the option of switching calls through to an operator.
- **Right Answer** – A single phone number. Callers record their answer by means of their telephone keypad. With or without the option of switching calls through to an operator.

Whichever variant you choose, you need to preset some software options on the computer you will be using to control the service.

For example:

- Enter the 099 number that callers will use
- Load sound files containing the voice messages to callers
- Set conditions defining which calls will be switched through and where they will go.

Keep in mind!

- It is your responsibility to obtain any necessary permits for your planned activity.
- Telia will pay out your share of the revenue including VAT. The correct reporting of the VAT to the tax authorities is your responsibility.