



NW Ohio & SE Michigan Customers
419-724-9898
 Sandusky & Erie County Customers
419-502-9898



CallingCardGuide

Domestic Dialing Instructions:

To place calls from a touch tone phone within the United States (including Guam, Puerto Rico, U.S. Virgin Islands) and Canada

1. DIAL 1-800-477-3296 and LISTEN for the voice prompt.
2. DIAL the 10 digit card number + PIN. LISTEN for voice prompt.
3. To place a domestic call:
 DIAL area code + telephone number.
 To place a international call:
 DIAL 011 + country code + city code + telephone number.

International Origination Dialing Instructions

Preferred Access

To Place calls from a touch tone phone outside the U.S. and Canada

1. DIAL the toll-free access number for the country you are in. LISTEN for the voice prompt. (Countries and Access numbers are listed to the right.)
2. DIAL the 10-digit card number + PIN. LISTEN for the voice prompt.
3. To call back to the U.S.:
 DIAL area code + telephone number.
 To call between or within international countries:
 DIAL 011 + country code + city code + telephone number.

International Origination Dialing Instructions

Secondary Access

To Place calls from a touch tone phone outside the U.S. and Canada

1. DIAL the toll-free access number for the country you are in. LISTEN for the voice prompt or tone. (Countries and Access numbers are listed to the right.)
2. DIAL the Secondary Access Code (647) when required. LISTEN for the voice prompt.
3. DIAL the 10-digit card number + PIN. LISTEN for the voice prompt.
4. To call back to the U.S.:
 DIAL area code + telephone number.
 To call between or within international countries:
 DIAL 011 + country code + city code + telephone number.

Calling Card

| From | To | Continental U.S. | AH & HI | Canada | PR & USVI | Guam | N. Mariana Islands |
|---------------------------------|----|------------------|---------|--------|-----------|--------|--------------------|
| Continental US | | \$0.13 | \$0.42 | \$0.13 | \$0.18 | \$0.48 | \$0.52 |
| Alaska & Hawaii | | \$0.50 | \$0.62 | \$0.77 | \$0.62 | \$0.48 | \$0.52 |
| Canada | | \$0.30 | \$1.17 | \$0.31 | \$0.41 | \$0.48 | \$0.52 |
| Puerto Rico & US Virgin Islands | | \$0.21 | \$0.57 | \$0.43 | \$0.67 | \$0.48 | \$0.52 |

Billing increment: 6 second initial, 6 second additional
 Billing increment: TO & FROM Canada: 30 second initial, 6 second additional
 Operator Surcharge: \$1
 No monthly fee other than per call charges
 No setup fee

Dialing Tips

- To place additional calls, don't hang up: PRESS and HOLD (#) for two seconds.
- If the phone you are using does not allow the (#) key to be held down for two seconds, press (#) several times in rapid succession. LISTEN for the voice prompt and DIAL next tele phone number.
- If at any time you make a mistake in dialing, PRESS (*) to return to the previous step.
- To speak to an operator, DIAL the toll-free access number on your Dialing Guide, enter the security access code when required (647) then either PRESS (0) or HOLD for an operator.
- To use speed dial, ENTER card number + PIN, then DIAL (1) + (#) and follow the voice prompts.
- Any additional toll charges levied by the local telephone company are the responsibility of the caller.
- Bolded countries allow you to place calls to the U.S., other countries or within the same country.
- Non-bolded countries allow calling back to the U.S. only.

General precautions to be aware of when traveling:

- Public phones may require a coin deposit to provide a dial tone and may not return it after the call.
- A ten second delay can be experienced when calling between countries.
- You can only originate a call from a country that is listed to the right.
- A (*) within an access number means to wait for a second dial tone before dialing the rest of the number.
- Local phone companies within each country control call quality
- International calls permitted from specific private, public or pay phones



| Originating Country | Preferred Access Numbers | Secondary Access Numbers | Secondary Area Code | Country Code | International Code | Price Per Minute |
|--------------------------|--------------------------|--------------------------|---------------------|--------------|--------------------|------------------|
| Australia Δ+ | 1-800-504-760 | 1-800-881-152 | 647 | 61 | 0011 | 0.89 |
| Austria Δ• | 0-800-281-173 | 0-800-200-244 | 647 | 43 | 00 | 1.13 |
| Belgium Δ• | 0-800-7-4380 | 0-800-7-0011 | 647 | 32 | 00 | 0.92 |
| Canada Δ | 1-800-860-4444 | | | 1 | | 0.11 |
| China #Δ+ | 108-00-14-00-007 | 108-001-4000-19 | 647 | 86 | | 2.80 |
| Columbia Δ | 01-800-919-4818 | 01-800-919-8157 | 647 | 57 | | 2.25 |
| Columbia Δ | 01-800-518-0134 | | | 57 | | 1.50 |
| Czech Republic Δ | 800-142-456 | 800-001-118 | 647 | 420 | | 1.57 |
| Denmark Δ• | 8-088-0822 | 800-1-5532 | 647 | 45 | 00 | 0.87 |
| Finland Δ++ | 0-800-11-5512 | 0-800-110-016 | 647 | 358 | 990 | 1.04 |
| Germany Δ• | 0-800-182-7588 | 0-800-086-0340 | 647 | 49 | | 0.89 |
| Greece | 00-800-10600-201-4854 | 00-800-1821 | 647 | 62 | | 1.83 |
| Hong Kong Δ• | 800-964-910 | 800-93-0202 | 647 | 852 | 001 | 0.93 |
| Hungary Δ• | 06-800-133-73 | 06-800-012-13 | 647 | 36 | 00 | 1.63 |
| India Δ | | 000-168 | 647 | 91 | | 6.00 |
| Indonesia Δ | 008-800-1050-78 | 008-801-12 | 647 | 62 | | 1.83 |
| IrelandΔ• | 1-800-550-632 | 1-800-550-146 | 647 | 353 | 00 | 1.35 |
| Israel Δ#• | 1-80-946-0086 | 1-80-949-4108 | 647 | 972 | 00 | 1.23 |
| Italy Δ++ | 800-872-303 | 800-172-216 | 647 | 972 | 00 | 1.13 |
| Japan Δ• (Telcom) | 00053-11-62-165 | 0044-22-15-2104 | 647 | 81 | 010 | 1.50 |
| Japan • (KDD) | | 0053-100-1400 | 647 | 81 | 010 | 1.50 |
| Kenya Δ | | 0-800-22-0115 | 647 | 254 | | 4.33 |
| Korea (south) Δ• | 003-0814-0100 | 003-0917 | 647 | 82 | 001 | 1.56 |
| Latvia Δ | 800-0313 | 800-3333 | 647 | 371 | | 2.11 |
| Luxembourg Δ• | 800-23112 | 800-2-0117 | 647 | 352 | 00 | 1.17 |
| Macedonia Δ | | 00-800-4275 | 647 | 389 | | 3.94 |
| Malaysia | 1-800-8086-46 | 1-800-8000-14 | 647 | 60 | 00 | 1.71 |
| Malta | | 800-90-112 | 647 | 356 | | 2.20 |
| Martinique Δ | | 0-800-99-2016 | 647 | 1+596 | | 2.74 |
| Mauritius Island Δ | | 0-1112 | 647 | 230 | | 3.38 |
| Mexico Δ | 001-800-514-5546 | 01-800-234-9990 | 647 | 52 | | 1.50 |
| Monaco | 800-93151 | 800-90-141 | | 377 | | 1.65 |
| Netherlands Δ++ | 0-800-022-0558 | 0-800-024-9991 | 647 | 31 | 00 | 0.87 |
| Netherlands Δ• | | 0-8000-223-083 | 647 | 31 | 00 | 0.87 |
| New Zealand Δ• | 0-800-4460-45 | 000-917 | 647 | 64 | 00 | 1.07 |
| Norway Δ• | 800-12-184 | 800-19-114 | 647 | 47 | 00 | 1.08 |
| Norway Δ• | | 800-12138 | 647 | 47 | 00 | 1.08 |
| Panama Δ | 00-800-226-0887 | 00-800-226-2320 | 647 | 507 | | 2.11 |
| Poland Δ | 00-800-111-4215 | 0*0-800-111-8111 | 647 | 48 | | 1.37 |
| Portugal Δ• | 800-819-159 | 800-800-118 | 647 | 351 | 00 | 2.63 |
| Slovak Republic Δ | | 0800-000-154 | 647 | 421 | | 2.81 |
| Spain Δ• | 900-99-1504 | | | 34 | 00 | 1.12 |
| St. Pierre & Miquelon Δ+ | | 0-800-99-2016 | 647 | 508 | | 2.39 |
| Sweden Δ• | 020-02-145-23 | | | 46 | 00 | 0.86 |
| Switzerland Δ++ | 0800-837-648 | 0-800-89-5273 | 647 | 41 | 00 | 0.71 |
| United Kingdom Δ#• | 0-800-731-4117 | 0-800-914-1346 | 647 | 44 | 00 | 0.89 |
| United States Δ | 1-800-477-3296 | | | 1 | | |

Δ - Hotels may apply a surcharge or block access numbers
- International calling may not be permitted from all over country

+ - Countries my block access from pay phones.
•• - Dial Country Code + 800-6246-2462 for customer service while in country.