

Calling Card Access Guide



Dialling Instructions

Dial the **Access Number** for the country you are in. Follow prompts:

- Choose preferred language.
- Enter: **10-digit Calling Card number + 4-digit PIN**
- Enter: **Area code + phone number** to reach Canada, U.S. and most Caribbean countries
- Enter: **01 + country code + city code + phone number** to reach other international destinations

Operator call assistance is available 24x7. Dial the Access Number. Press "0" or hold.

Sequential Calls: Wait for called party to disconnect. Press "#" for 2 seconds. Dial the next number.

Service Support

For the most current information visit: www.allstream.com/card

Call the **Support Centre** at:

1 888 288-2273

Account Support is available from 08:00 to 19:30 EST, Mon. to Fri.

Service Support is available 24x7. Select "Repair" option from menu.

From international locations, dial the Access Number for the country you are in. Press "0" or hold for an Operator. Ask for Allstream Support.

Email **Account Support** at: businesscare@allstream.com

To report a **lost or stolen card**:

- **Within Canada and the U.S.**
Call the Support Centre number and select "Repair" option from menu.
- **From international locations**, dial the Access Number for the country you are in. Press "0" or hold for an Operator. Ask for Allstream Support. Select "Repair" option from menu.

Travelling Tips

- Hotels are not obliged to allow calling card access.
- Countries may restrict access from some geographic locations.
- Countries may restrict access to/from mobile telephone networks or assess a charge.
- Payphones may require local coinage or phone cards for international calling.
- Check with a local Operator or hotel staff if additional charges apply for calling card calls.
- Check a phone book or contact the local or international Operator to determine if special access procedures or restrictions exist.
- Before travelling, check access numbers at Allstream's website.

Antigua & Barbuda 1-800-534-3400 or 1-800-534-2200 384	or 800-001-119	Latvia 8000-3333 611	Spain 900-941-541 or 900-990-016 611
Argentina (north & Buenos Aires) 0-800-888-0872 611	Denmark 80-881-331 or 80-880-080	Lithuania 8-800-90-005 or 8-800-90-000 384	Sri Lanka 01-451-456 611 (in Colombo) 451-456 611
Australia 1-800-154-326 or 1-800-881-155 or 1-800-551-179	Dominican Rep. 1-800-751-4144 384	Luxembourg 800-24-418 or 800-20-114	St. Kitts & Nevis 1-800-744-9120 611
Austria 0-800-200-245 or 0-800-291-415	Egypt 02-2-364-0083 611 (in Cairo) 2-364-0083 611	Macau 0-800-369	St. Pierre & Miquelon 0-800-993-016 or 0-800-992-016 384
Bahamas 1-800-389-0004	El Salvador 800-1516 611	Malaysia 1-800-808-435 or 1-800-800-051	St. Vincent & the Grenadines 1-800-744-5566
Bahrain 800-00-444	Fiji 0-048-901-009 or 0-048-901-007 384	Malta 800-90-151 800-90-112 384	Sweden 020-796-046 or 020-799-018
Barbados 1-800-534-0115	Finland 0-800-114-936 or 0-800-110-012	Martinique 0-800-993-016 or 0-800-992-016 384	Switzerland 0-800-562-263 or 0-800-555-236
Belarus (Brest, Minsk, Gomel, Vitebsk, Grodno, Mogilev) 8 800-112 or 8 800-114 384	France 0-800-993-928 or 0-800-993-016	Mauritius 011-111 or 01-112 384	Syria 0-814 611
Belgium 0-800-788-45 or 0-800-100-18	Fr. Guiana 0-800-993-016 or 0-800-992-016 384	Mexico** 001-800-514-0003 or (Telmex) 01-800-123-0201	Taiwan 00-801-120-013 or 00-801-126-264 384
Belize (Hotels) 560 (Payphones) 817	Gabon 00-013	Monaco 800-90-017 or 800-93-153	Thailand 1-800-000-160
Bermuda 1-800-623-0000 or 1-800-623-0909 384	Germany 0-800-184-4732 or 0-800-080-1014	Montserrat 1-800-288-2632	Trinidad & Tobago 1-800-744-0007 384 (Airports & Seaports) 27 (Hotels) 1-800-744-3500
Bolivia 800-100-105 or 800-100-103 384	Ghana 019-222 or 019-211 384	Netherlands 0-800-022-2002 or 0-800-022-9894	Turkey 0-811-288-0016 or 0-811-288-0015
Brazil 0-800-891-8857 or 0-800-891-6540 or 00-081-562-011-820 611	Greece 00-800-017-111 or 00-800-161-222-002-66	New Zealand 000-926 or 0-800-443-129	Turks & Caicos 01-800-744-2581
Brunei 800-013 611	Guadeloupe 0-800-993-016 or 0-800-992-016 384	Nicaragua 1-800-0551 611	Ukraine 8-100-180 611
Bulgaria 00-800-0011 or 00-800-1300 384	Guam 1-800-575-9700	Norway 800-10-909 or 800-19-113	United Kingdom 0-800-032-3257 or 0-800-890-216 or 0-800-096-0642
Canada 1-800-575-9700	Hong Kong 800-966-943 or 800-930-200	Peru 0-800-50-295 or 0-800-50-285 384	United States 1-800-575-9700
Cayman Is. 1-800-744-0001	Hungary 06-800-16-114 or 06-800-01-214	Philippines 10-10-55-1402 or 102-624 384 or 10-10-55-1401 384	Venezuela 0-800-100-1102 or 0-800-100-1103 384
Chile 800-360-330 or 800-360-390 384	Iceland 800-8062 or 800-9011	Poland 0 800-111-4638 or 0 800-111-5133	
China (north) 10-800-714-0686 or 10-800-174-1026 611 (south) 10-800-140-0686 or 108-180 611 or 10-800-140-0019 611	India 000-168 611	Portugal 800-800-124 or 800-819-997	
Colombia 01-800-919-1057	Indonesia 00-880-114 or 008-800-105-581	Puerto Rico 1-866-520-0266 or 1-888-557-7123	
Costa Rica 0-800-015-0346 or 0-800-015-2000	Ireland 1-800-553-096 or 1-800-550-200	Reunion 0-800-993-016 or 0-800-992-016 384	
Croatia 0-800-220-102 or 0-800-220-116 384	Israel 1-809-494-106 or 1-809-205-141 or 1-809-460-266	Romania 08-08-03-5010 or 08-08-03-5030 384	
Cyprus Rep. 800-90-013 or 800-90-014 384	Italy 800-786-283 or 800-172-214	Russia 8 10-800-110-2012 8 10-800-130-1012 384	
Czech Rep. 800-142-396	Jamaica 1-800-869-0438	Senegal 800-10-3077 or 800-10-3080 384	
	Japan (KDDI) 00-539-162 or 00-531-160-380	Singapore 8000-100-101 or 8000-100-941 384	
	Kenya 0-800-220-115 611	South Africa 0-800-994-862 or 0-800-990-114 384	
	Korea (S) 00-308-140-486 or (Dacom) 0-030-919		

Calls may also be made to non-Canadian destinations. Some restrictions may apply.

** Telmex allows calls to Canada only
 ▶ Dial access number. During long tone, dial 611 or 384
 ◆ Wait for second dial tone.