

TRAVEL ADVANTAGE CALLING CARD

Frequently Asked Questions

- How do I use the Travel Advantage Calling Card in the United States?
- How do I make a call?
- Why does the voice prompt indicate that I have the max call time available?
- How is the Travel Advantage Calling Card different from other calling cards?
- Are there any hidden costs or additional charges?
- Can the Travel Advantage Card be used for faxing?
- What do I do if I experience problems making a call while I'm abroad?
- What do I do if I need to recharge my account while I'm abroad?

How do I use the Travel Advantage Calling Card in the United States?

In select metropolitan areas of the U.S., you can use your Travel Advantage Card by dialing a local access number. When using a local access number, your rate for calls within the U.S. is only 3.9¢ per minute.

Before traveling to the U.S., check to see if there is a local access number for the city where you will be. If there is no local access number, you can always use one of our U.S. 800 access numbers: (800) 545-9125 or (800) 840-7438. When using an 800 access number calls within the U.S are 6.9¢ per minute.

If you do not find a local access number for your area, you may use our 800 access number:

How do I make a call?

1. Dial your access number. Wait for the chime and greeting.
2. Enter your 10-digit account number followed by your 4-digit PIN when prompted.
3. For calls to the U.S., Canada, and the Caribbean, dial 1 + area code + phone number when prompted. For other countries, dial 011 + country code + city code + phone number.
4. For additional calls, don't hang up. Just press the "#" key **three times** and wait for the prompt. Then dial as described in Step 3.

Why does the voice prompt indicate that I have the max call time available?

As a security feature, the system allows up to 500 minutes of continuous talk time, which is over 8 hours for one conversation. After you hang up and begin another call, the remainder of your call time, up to another 500 minutes, will be available.

How is the Travel Advantage Calling Card different from other calling cards?

Unlike other calling cards, your Travel Advantage Calling Card does **NOT** expire, nor do you lose your unused minutes. Your Travel Advantage Card is 'rechargeable', so you can use it over and over and over again, each time you travel. You simply need to place more funds on your account locally, when your funds are exhausted.

Are there any hidden costs or additional charges?

There are no hidden charges. A one-off surcharge of 45 cents per call may apply from pay phones, dorm rooms and hotel rooms, no matter how long the call lasts.

Can the Travel Advantage Card be used for faxing?

Yes. Simply use your fax machine in the same manner as you use your calling card with a telephone. Dial your access number, enter your full 10-digit account number, followed by your 4-digit pin number. Enter the number you are dialing and press the send or start button on your fax machine.

What should I do if I experience technical problems making a call while I'm abroad?

Simply call our US network partners at telephone number 1-877-627-4663. A Customer Service Representative will assist you with your queries.

What do I do if I need to recharge my account while I'm abroad?

Simply call or email us your Customer ID and we will use your pre-registered credit card information to recharge your account in just minutes.