



**PAETEC**

**Calling Card**  
***Customer User Guide***

## Calling Card Dialing Instructions

1. Dial 1.800.555.5505.
2. After the voice prompt, dial your authorization code (this is your 10 digit card number + 4 digit PIN).
3. After the voice prompt, dial 1 + Area Code + Number you wish to call.
4. To make additional calls, push "##" and repeat step 3.

**To contact Customer Service, or to report lost or stolen cards, dial 1.877.340.2555.**

## Internationally Originated, Domestically Terminated Calling Card Calls

### **Dialing Instructions:**

- 1.) Dial one of the ITFS numbers listed next to the country you are calling from.\*
- 2.) Dial international security code 3340.
- 3.) Dial your calling card number.
- 4.) Dial the number you are calling.

*\* The ITFS numbers are listed on the following page.*

<b>Originating Country</b>	<b>Primary ITFS Number</b>	<b>Secondary ITFS Number</b>	<b>UIFN Dialing (Platinum ONLY)</b>
Australia includes Christmas Island & Tasmania	1-800-50-4065	1-800-12-2592	0011-800-6977-7777
Austria	0-800-291-675	0-800-291-674	00-800-6977-7777
Azores same ITFS as Portugal	800-819-701	800-819-295	
Bahamas	1-800-306-0264	1-800-306-0259	
Balearic Islands same ITFS as Spain	900-96-1470	900-99-1567	
Barbados	1-800-534-0164	1-800-534-0165	
Belgium	0-800-73-341	0-800-73-339	00-800-6977-7777
Bermuda	1-800-424-9042	1-800-623-0489	
Brazil	0-800-891-6751	0-800-891-1123	
Canary Islands same ITFS as Spain	900-96-1470	900-99-1567	
Chatham Islands same ITFS as New Zealand	0-800-444-750	0-800-444-752	
Chile	800-530-032	123-002-040-20	
China South	10-800-120-0006	10-800-140-0059	
China North	10-800-712-0006	10-800-714-0059	
Christmas Island same ITFS as Australia	1-800-50-4065	1-800-12-2592	0011-800-6977-7777
Colombia	01-800-919-2861	01-800-919-2863	
Cueta (city in Morocco) same ITFS as Spain	900-96-1470	900-99-1567	
Cyprus	0-809-7759	809-6040	
Denmark includes Faeroe Islands & Greenland	808-811-19	808-811-21	00-800-6977-7777
Dominican Republic	1-800-751-4170	1-800-751-6860	
Faeroe Islands same ITFS as Denmark	808-811-19	808-811-21	
Finland	0-800-115-589	0-800-115-585	990-800-6977-7777 00-800-6977-7777
France includes Monaco	0-800-901-608	0-800-901-806	00-800-6977-7777
Germany	0-800-181-5306	0-800-181-3309	00-800-6977-7777
Greece	00-800-106-00-201-2894	00-800-123-137	
Greenland same ITFS as Denmark	808-811-19	808-811-21	
Hong Kong	800-933-626	800-933-151	001-800-6977-7777
Hungary	06-800-115-55	06-800-120-76	
Iceland	800-8-151	800-8-152	
Indonesia	008-800-105-028	008-800-105-029	
Ireland	1-800-550-579	1-800-557-494	00-800-6977-7777
Israel	1-80-946-0044	1-80-940-2160	00-800-6977-7777
Italy includes San Marino & Vatican City	800-873-786	800-873-787	
Japan	005-311-621-13	005-311-241-94	0061-800-6977-7777 001-800-6977-7777 0041-800-6977-7777
Korea (South)	003-081-400-52	007-981-480-009-34	001-800-6977-7777 002-800-6977-7777
Liechtenstein same ITFS as Switzerland	0-800-897-155	0-800-898-934	00-800-6977-7777
Luxembourg	800-266-75	800-226-35	
Madeira same ITFS as Portugal	800-819-701	800-819-295	
Malaysia	1-800-808-144	1-800-804-298	00-800-6977-7777
Marshall Islands	1-800-424-9375		

<b>Originating Country</b>	<b>Primary ITFS Number</b>	<b>Secondary ITFS Number</b>	<b>UIFN Dialing (Platinum ONLY)</b>
Melilla (city in Morocco) same ITFS as Spain	900-96-1470	900-99-1567	
Mexico	001-800-689-3430	001-800-916-9356	
Monaco same ITFS as France	0-800-901-608	0-800-901-806	00-800-6977-7777
Netherlands	0800-022-6591	0800-022-6527	00-800-6977-7777
Netherlands Antilles	001-800-689-5760	001-800-274-8796	
New Zealand includes Chatham Islands	0-800-444-750	0-800-444-752	00-800-6977-7777
Nicaragua	001-800-220-1096	001-800-220-0306	
Norway includes Svalbard	800-121-60	800-121-62	00-800-6977-7777
Panama	001-800-507-0695	001-800-507-0696	
Poland	00-800-111-4255	00-800-111-2241	
Portugal includes Azores & Madeira	800-819-701	800-819-295	
Russia	810-800-203-710-12	810-800-204-810-12	
St. Kitts/Nevis	1-800-744-9133	1-800-744-9134	
St. Vincent	1-800-326-4230	1-800-201-7832	
San Marino same ITFS as Italy	800-873-786	800-873-787	
Singapore	800-101-1076	800-101-1074	00-800-6977-7777
Spain includes Balearic Is, Canary Is, Cueta & Melilla	900-96-1470	900-99-1567	00-800-6977-7777
Svalbard same ITFS as Norway	800-121-60	800-121-62	
Sweden	02-079-7764	02-002-1-4318	007-800-6977-7777 009-800-6977-7777
Switzerland includes Liechtenstein	0-800-897-155	0-800-898-934	00-800-6977-7777
Taiwan	00-801-126-185	00-801-13-8888	00-800-6977-7777
Tasmania same ITFS as Australia	1-800-50-4065	1-800-12-2592	0011-800-6977-7777
Thailand	001-800-156-201-7835	001-800-120-662-365	
Trinidad & Tobago	1-800-201-2978	1-800-837-6602	
United Kingdom	08-000-962-231	08-003-280-544	00-800-6977-7777
Uruguay	000-413-598-0830	000-401-900-07	
Vatican City same ITFS as Italy	800-873-786	800-873-787	
Venezuela	0-800-100-4009	0-800-100-4008	
NOTE: Direct dial from Canada & offshore including: Guam, Puerto Rico, Saipan, US Virgin Islands.			

## Calling Card Troubleshooting

Please call PAETEC's Service Technicians at 1.877.340.2555 for further troubleshooting assistance.

**Error: "This is not a valid number. Please enter the number you wish to dial."**

**Reason:** This error occurs when the number you are trying to reach is being dialed too slowly. If you receive this error, please be aware that the allotted time to dial the 10-digit number is 13 seconds. Please be sure that you are dialing the correct number in the time allotted.

**Error: "You have reached your daily limit on number of calls."**

**Reason:** This error occurs for one of two reasons:

- You are not waiting long enough between hanging up the phone and dialing the next call for the system to register.
- There are two people simultaneously utilizing the same calling card.

When you receive this error message, please hang up the phone and wait a few seconds before placing another call. This will ensure that your previous call has completely disconnected from the calling card platform. If this is not the case, and you have multiple users on one card, please remember that we only allow one call at a time as a proactive measure to deter fraud.

**Error: "That authorization code is not valid. Please enter your authorization code."**

**Reason:** This error occurs because you have waited too long between dialing the calling card number and the 4-digit PIN. Please make sure that you are dialing all 14 digits consecutively. You have 10 seconds between dialing the calling card number and the 4-digit PIN before you receive this error message. If you still receive this error message once you have tested the authorization code and dialed the numbers in the time allotted, please call our Service Technicians at 1.877.340.2555; they can further troubleshoot the issue.

**Error: "You do not have any credit. Goodbye."**

**Reason:** This error occurs because you have reached your credit limit. Please call our Service Technicians at 1.877.340.2555; they can raise the credit limit on your card.

**Error: "Goodbye" recording in the middle of a conversation**

**Reason:** This error occurs when you have reached your credit limit in the middle of a call. If you receive this recording while on a call, please call our Service Technicians at 1.877.340.2555; they can raise the credit limit on your card. Please call PAETEC's Service Technicians at 1.877.340.2555 for further troubleshooting assistance.

**Error 45**

**Reason:** This error occurs because your calling card is not set up for international dialing. Please call our Service Technicians at 1.877.340.2555; they can activate your calling card to allow international dialing.

**Error 70**

**Reason:** This error occurs because our system does not have the calling card set up for the correct rate plan. Please call the Service Technicians at 1.877.340.2555; they can update the rate for you.

**Error 80**

**Reason:** This error occurs when you are trying to place a call to a high-fraud-country. The ability to call high-fraud countries was disallowed as a security measure for our customers. If you would like to remove that restriction, please have the designated account contact call our Service Technicians at 1.877.340.2555; they can update the information for you.

**Error 100**

**Reason:** This error occurs when the number you are trying to reach has been disconnected. You will hear three tones before the error message. Please dial the number without the calling card to verify, if in fact, the number has been disconnected. If you *can* reach that number without using your calling card, please call our Service Technicians at 1.877.340.2555 for further troubleshooting.