

## Global Calling Card | Dialing Instructions

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### Making Calls Within the United States

Dial toll-free access number, 1-800-882-8470. You will be prompted to enter your authorization code; then dial the area code and phone number of the party you wish to reach.

*Note: If using security codes, wait for the prompt after dialing the number you wish to reach and then enter your code.*

### Making International Calls

Calling from the United States to international destinations:

Dial toll-free access number, 1-800-882-8470. You will be prompted to enter your authorization code, then dial 011+ country code + city code (if applicable) + phone number.

### Making Calls from Outside the United States

Dial the PASSPORT access number for the country you are in (see the International Access Numbers under Products/Card Services). You will be prompted to enter your authorization code and phone number of the party you wish to reach.

Security Access Codes: If you are calling from a country that requires a 4-digit Security Access Code, begin by dialing the designated Passport access number for the country from which you are calling. Once you hear the tone, enter the 4-digit Security Access Code, 5013. You will be prompted to enter your authorization code and then the phone number of the party you wish to reach. *Note: If you are unable to enter the 4-digit Security Access Code, your call will default to an operator for assistance prior to transfer to the calling card platform.*

Security Codes: If using security codes, wait for the prompt after dialing the number you wish to reach and then enter your code.

### Helpful Hints

- Making more than one call? Don't hang up at the end of the first call. Press [# #] and when prompted, dial the next area code and phone number.
- For easy calling, use the personal speed dial feature to program your frequently called phone numbers.

### Using Other Global Calling Card Features

Your Global Calling Card offers a variety of easy-to-use features. You can easily access the following options with your Global Calling Card by pressing [\*].

### Making Conference Calls

ILD's conference calling service is fully functional and allows unlimited parties to join your conference. Your conference call is automatically billed to your Global Calling Card.

There are two options available when accessing our conference system:

- Roll Call – one-by-one conferencing
- Meet Me – participants can “meet you” at a designated time

*After entering your authorization code, Press [\*] for further options. Select “Conferencing Options” from the option menu. You will then be placed into conference and can choose to add participants (Roll Call instructions below) or have others join you at a designated time (Meet Me instructions below).*

#### Roll Call conference instructions:

Once you are placed into conference, Press [\* #] to access the Moderator Control Menu.

Press [1] to add a new participant, then dial the number followed by the [#] key.

Press [\*1] to add a participant to conference

Press [\*2] to a disconnect participant

Press [7] to return to the conference call

#### Meet Me conference instructions:

A “Meet Me” PIN has been provided to you if you have selected this feature. Distribute this PIN to your participants and have them dial 1-866-453-5550 at a designated time. The participants will be prompted to enter their PIN code followed by the [#] key and will join you in the conference.

## Using Speed Dial

After entering your authorization code, Press [\*] for further options. Select “Speed Dial, Security Codes and Restriction Options” from the option menu.

Press [1] to add or change a speed dial number

You will then be prompted to enter the area code + number (U.S.) or 011 + country code + city code + number (international), followed by the pound sign [#]. The number will be repeated back to you. Press [1] to confirm. Enter the 2-digit speed dial number (01-19) you would like to assign or change and Press [1] to save or [2] to link this speed dial number with a security code. You will then be prompted to repeat these steps to add additional speed dial numbers, up to a total of 19.

## Usage/Calling Plans

After entering your authorization code, Press [\*] for further options. You will hear a series of options, select “Speed Dial, Security Codes and Restriction Options”.

Press [3] to review usage restrictions (any monthly dollar limits)

Press [4] to review calling restrictions (any geographic or number restrictions)

*To learn more about ILD's enhanced suite of services, including Audio & Web Conferencing, or for more information on your Global Calling Card, contact Customer Care at 1-866-827-5453.*

## Contacting Customer Care

To learn more about ILD's enhanced suite of services, including Audio & Web Conferencing, or for more information on your Global Calling Card, contact Customer Care at 1-866-827-5453 or visit our website at [www.ildtelecom.com](http://www.ildtelecom.com).

## International Access Numbers

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The following countries allow calls to the United States, country-to-country calls and intra-country calls.

Argentina	0800-333-0403	Sweden	020-792-558
Austria	0800-295-238	Switzerland	0800-56-3018
Australia	1-800-127-195	Thailand	001-800-13-733-8769
Bahamas	1-800-254-9018	United Kingdom	0500-89-2305
Belgium	0800-1-8845	United Kingdom	0500-89-2450
Canada	1-800-882-8470	U.S. Virgin Islands	1-800-882-8470
China (North)	10-800-711-3385	Vatican City	800-871-361
China (South)	10-800-110-3385	<b><i>The following countries allow calling to the United States only:</i></b>	
Chile	1230-020-3321	Antigua	1-800-716-5311
Denmark	8001-8749	Bahrain	8000-0113
Finland	0800-111-240	Bermuda	1-800-623-0995
France	0-800-906-701	Brazil	0800-891-5149
Germany	0800-1-817-976	Cayman	1-800-535-3227
Guam	1-800-882-8470	Colombia	01-800-9-13-0157
Hong Kong	800-96-3072	Costa Rica	0800-0121183
Hungary	068-00-11627	Cyprus	080-97047
India	000-800-1003-026	Dominican Republic	1-8881562015
Ireland	1-800-557-002	Greece	00-800-122-394
Israel	1-800-940-1367	Indonesia	001-803-015-733-8356
Italy	800-871-361		

Japan (ITJ)	0044-22-12-2375	Jamaica	1-800-407-9157
Japan (KDD)	00531-13-2444	Malaysia	1-800-80-0338
Latvia	800-3124	Netherland Antilles	1-800-285-1842
Luxembourg	800-2-4399	Philippines	1-800-1-238-3997
Mexico	001-8006117186	Poland	00-800-111-4746
Monaco	0800-90-6701	Portugal	8008-12356
Netherlands	0800-022-6436	Singapore	800-1300-386
New Zealand	0-800-446636	South Africa	0800-99-2046
Norway	800-12890	South Korea	00798-14-800-0057
Panama	008-002-260-087	St. Lucia	1-800-716-5319
Puerto Rico	1-800-882-8470	St. Vincent	1-800-200-4449
Russia	8-10-8002-6913011	Trinidad & Tobago	1-800-543-8730
Saipan	800-942-6257	Uruguay	000-413-598-0183
San Marino	800-871-361	Venezuela	0800-1-002663
Spain	900-987-029		

Passport Countries that require 4-digit Security Access Code 5013 (*see Dialing Instructions under Products/Card Services*).

Belarus	8800-114
Bolivia	800-100-103
Brunei	800-013
Bulgaria	0080-013-00
Croatia	0800-220-116
Egypt	3640083
El Salvador	800-1516
Fiji	00-489-010-07
French Guyana	0800-992-016
Ghana	019-211
Guadeloupe	0800-992-016
Iceland	800-8254
Kenya	0800-220-115
Lithuania	8800-90-000
Macedonia	00800-4275
Malta	800-901-12
Martinique	0800-992-016
Mauritius Islands	01-112
Nicaragua	1800-0551
Peru	0800-502-85
Reunion Island	0800-992-016
Romania	01-800-5030
Senegal	3080
Sri Lanka	451-456
St. Kitts & Nevis	1800-744-9120
St. Pierre & Miquelon	0800-992-016
Syria	0814
Taiwan	00-8011-262-64
Ukraine	8100-180

**Note: International access numbers are subject to change. For more information regarding your Global Calling Card, please contact ILD Customer Care at 1-866-827-5453.**