

# Global Advantage Calling Card Reference Guide

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## HOW TO USE YOUR CARD

- ▶ Dial your toll free access number on the back of your card. If you are dialing from an International Location dial the country's access code number. (For operator assistance dial 0 after you enter your toll free access number.)
- ▶ At the tone enter the complete telephone number shown on the front of your card followed by your 4 digit PIN (personal identification number).
- ▶ Dial the area code and number of the party you wish to call.  
To use an enhanced service, choose the corresponding number below followed by **#**.  
**1** Speed Dialing      **3** Information Services  
**2** Voice Message Delivery      **4** Directory Assistance

## SPEED DIALING **1**

**Speed Dialing allows you to store up to nine frequently called numbers for ease in dialing. Speed dialing is accessed and controlled with the 12 keys on a touch-tone telephone (0-9,\*,#). Voice instructions or menus provide on-line help.**

### Getting Started

To use speed dialing, dial your 800 access number and select the speed dialing option.

The speed dial menu prompts you to either:

- ▶ Enter the speed dial index to call
- ▶ Press '0' for speed dialing programming
- ▶ Press the # key to return to the main menu

If you enter the # key, the system will repeat the main menu.

You may reoriginate your call by pressing and holding the # key for 2-3 seconds.

If you enter a speed dial index to call, the system will automatically dial the number preprogrammed to that speed dial index.

**If you press '0' for speed dial programming, the system will prompt you to either:**

- ▶ Enter the speed dial index to change
- ▶ Press the # key to return to the main menu

If you enter a speed dial index to change and no previous entry has been made in the index, the system will ask you to enter the new speed dial number. The system will then repeat the speed dial index and the speed dial number stored in that index.

If you enter a speed dial index to change and a previous entry has been stored in the index, the system will notify you of the current speed dial number and ask you to enter the new speed dial number. The system will then repeat the speed dial index and the speed dial number stored in that index.

Once you have entered a speed dial index that currently has a stored speed dial number and you do not wish to change the index, press the # key to return to the programming prompts.

## DIRECTORY ASSISTANCE **4**

**Directory Assistance, a feature of the The Global Advantage Calling Card, connects you with an operator to obtain a telephone number.**

### Getting Started

To use Directory Assistance, dial the 800 access number and select the directory assistance option.

You call will be routed to a live operator who will ask you for:

- ▶ Name of the person whose phone number you are requesting
- ▶ City and state where the telephone is located
- ▶ Area code, if known, of the person's telephone number

Once all the information is gathered, the operator will provide the requested telephone number.

The operator then will offer to complete the call. If the operator does not complete the call and you wish to use your enhanced services card to place the call, you will need to hang up and re-dial the 800 access number.

## INFORMATION SERVICES **3**

**Provides easy access to latest news, weather, sports, financial news and fun features, such as horoscopes, TV listings, and soap opera updates.**

### Getting Started

To use Information Services, dial the 800 access number and select the Information Services option from the menu. Upon selecting Information Services, a voice prompt states, "One moment, please".

The Main Menu is played immediately after the above voice prompt. It is the key menu from which all subsequent actions are launched. The following Main Menu options are available.

Press:	For this action:
1	for NEWS
2	for WEATHER
3	for SPORTS
4	for FINANCIAL NEWS
5	for FUN FEATURES

When listening to an Information services message, you may—

Press:	For this action:
2 or 7	to replay the message
3	to move backward 8 seconds
5 or 8	to stop the message and return to the current menu
1	to move forward 8 seconds
2	to pause the message

## INFORMATION SERVICES (continued)

If you press 1 for NEWS (*under Information Services*)

You will be prompted to select an additional category from the following NEWS menu:

Press:	For this action:
1	for NATIONAL news
2	for WORLD news
3	for BUSINESS news
4	for WALL STREET HEADLINES
5	for the SPORTS REPORT
6	for HUMOROUS HEADLINES
*	to return to the Main Menu

If you press 2 for WEATHER (*under Information Services*)

You will be prompted to select a category from the following WEATHER menu:

Press:	For this action:
1	for the TRAVELERS forecast
2	for a DOMESTIC CITY forecast
3	for an INTERNATIONAL forecast
4	to return to the Main Menu

*If you select either DOMESTIC forecast or INTERNATIONAL forecast, you will be prompted to enter the first three letters of the city's name. For example, if you wish to hear the weather forecast for Cedar Rapids, Iowa, you would select 2-DOMESTIC forecast and press CED or 233.*

If you press 3 for SPORTS (*under Information Services*)

You will be prompted to select an additional category from the following SPORTS menu:

Press:	For this action:
1	for the COLLEGE sports report
2	for the BASEBALL report
3	for the NFL update
4	for the NBA update
5	for the TENNIS update
6	for the GOLF update
7	for the NHL update
*	to return to the Main Menu

*For selections 1, 2, 3, 4, and 7, current schedules and standings follow the report.*

If you press 4 for FINANCIAL NEWS (*under Information Services*)

You will be prompted to select a category from the following FINANCIAL NEWS menu:

Press:	For this action:
1	for the STOCK QUOTE HOTLINE
2	for the STOCK MARKET report
3	for the MOST ACTIVE stocks
4	for the BOND MARKET update

5	for the MUTUAL FUND report
6	for the PRECIOUS METALS report
7	for the COMMODITIES report
8	for the MARKET PRICES report
*	to return to the Main Menu

If you press 5 for FUN FEATURES (*under Information Services*)

You will be prompted to select a category from the following FUN FEATURES menu:

Press:	For this action:
1	for SOAP OPERA updates
2	for HOROSCOPES
3	for TV LISTINGS
4	for the JOKE OF THE DAY
*	to return to the Main Menu

If you select 2-HOROSCOPES (*under Fun Features, Information Services*), you will need to select the astrological sign from a menu list.

Press:	For this action:
1	for AQUARIUS
2	for ARIES
3	for TAURUS
4	for GEMINI
5	for CANCER
6	for LEO
7	for VIRGO
8	for LIBRA
9	for SCORPIO
10	for SAGITTARIUS
11	for CAPRICORN
12	for PISCES
13	for TODAY'S BIRTHDAYS
*	to return to the Fun Features menu

If you select 3-TV LISTINGS (*under Fun Features, Information Services*), you will be prompted to select an additional category from the following TV LISTINGS menu:

Press:	For this action:
1	for NBC tonight
2	for ABC tonight
3	for CBS tonight
4	for FOX tonight
5	for pay cable tonight (applies to premium channels only)
*	to return to Fun Features menu

## STOCK QUOTES

**This Information services Supplemental Guide for the Stock Quote Hotline will assist you in accessing desired stock quotes. Stock quotes are available for Common, Preferred, Class A, and When Issued stocks. You also may listen to quotes for Warrants and Mutual Funds.**

### Getting Started

Voice prompts will guide you through the following steps to reach the Stock Quote Hotline:

1. Dial The Global Advantage Calling Card 800 access number.
2. Enter your card number after the tone.
3. Select Information Services from the Main Menu offerings.
4. Press 4 for Financial News from the Information Services menu.
5. Press 1 for Stock Quote Hotline from the Financial News menu.

### Entering Stock Symbols

You will be instructed to enter a stock ticker symbol. The ticker symbols are based on Standard and Poor's Stock Ticker Guide. To enter ticker symbols, you must press two digits for each character in the symbol. The first digit is the letter itself and the second digit is the letter's position (first, second, or third) on the telephone key pad.

### Entering Stock Symbols Continued

To access information about the common stock of company ABC, you will press six digits and a star key (\*). The first character, A, is on the second key in the first position of the telephone key pad. To enter the letter A, press keys 2 and 1. Press 2 and 2 (or 22) for letter B and 23 for Letter C. Once all the corresponding digits are pressed, press the star key (\*) to complete the entry.

Prior to dialing the Stock Quote Hotline, make a list of your stock ticker symbols. Using the table above or the telephone key pad illustration on the previous page, write the stock ticker symbols' numerical equivalents.

### Stock Quote Options

Once the stock ticker symbol is entered, you will hear the trading price and net change.

Stock quotes are updated every 15 minutes.

To hear in-depth information about that particular stock:

Press \* to hear the trading volume and high and low stock prices.

Press \* again to hear a report of the last eight movements of that stock.

To request a different stock quote:

Repeat the steps defined in Entering Stock Symbols on the previous pages. Press the numbers corresponding to the letters in the stock ticker symbol, followed by the star key (\*).

### To exit the Stock Quote Hotline:

Press 1, then the star key (\*).

### To exit Financial News:

Press the star key (\*).

### To exit Information Services:

Hang up.

### Entering Other Stock Symbols

The previous stock ticker symbol example refers to entry of common stock. Listed below are examples of common and other types of stocks, followed by the action to take for that type of stock and its stock ticker conversion.

All stock entries are completed with the star key (\*).

Common Stock: Armco

Complete with a star key (\*).

AS = 21 73 \*

Preferred Stock: Armco pfd

Add a plus sign (+) to the entry.

AS+ = 21 73 11 \*

Preferred Stock: Armco pfd B

Add a plus sign (+) and letter B to the entry.

AS+B = 21 73 11 22 \*

Class A stock: Hubbell Class A

Add a period (.) and letter A to the entry.

HUB.A = 42 82 22 13 21 \*

When Issued stock: General Electric wi

Add a slash to the entry.

GE/ = 41 32 02 \*

Comstock warrants: Chase Manhattan wt

Add a semicolon (;) to the entry.

CMB; = 23 61 22 12 \*

Associated Press warrants: Chase Manhattan wt

Add a period (.) and letters W and S to the entry.

CMB.WS = 23 61 22 13 91 73 \*

Mutual Funds: Evergreen

Enter the five letter ticker symbol.

EFONX = 32 33 63 62 92 \*

## VOICE MESSAGE DELIVERY 2

**Voice Message Delivery allows you to communicate with others by sending “voice messages”–digital recordings of your voice that are stored for future delivery. All Voice Message Delivery features are accessed and controlled with the 12 keys on a touch-tone telephone (0-9, \*, #). Voice instructions or menus provide on-line help for all system features.**

### Summary of Features

You may send recorded messages to any telephone in the Continental U.S.

You may personalize your message by recording both your name and the name of your recipient.

You may listen to or change your recording before sending.

You may schedule the delivery of your message, delaying up to 96 hours.

Messages may be up to three minutes in length.

Press ‘U’ to “Undo”

Once you have pressed a key to take an action, you may press ‘U’ to “Undo” that action, EXCEPT:

- during input of the recipient’s telephone number or
- during entry of the number of hours to delay delivery.

At these times, the ‘U’ key is interpreted as an ‘8’. You will, however, be given an opportunity to change these entries before the message is sent.

### Getting Started

To use Voice Message Delivery, dial the 800 access number for The Global Advantage Calling Card and select the Voice Message option from the menu. Voice scripts will prompt you to:

- ▶ Enter the recipient’s telephone number
- ▶ Record your name as sender
- ▶ Record the recipient’s name
- ▶ Record your message

The message you record will not automatically play back for you, nor will the recipient’s name and phone number be repeated, unless you press M for More Options.

You are given two options following the recording of your message: you may either hang up to send the message or press M for more options.

If you press M for More Options, you will hear: “Your message will be sent to {recipient’s name} at {NPA-NXX-XXXX}.” You will then be prompted to press:

- R to re-enter the recipient’s telephone number;
- C to continue recording your message;
- D to listen to your message;
- M for more options.

If you pressed M for More Options, you will be prompted to press:

- L to send your message later;
- R to cancel your message and return to the main menu;
- M to send this message and make another.

If you pressed L, please remember that you may delay delivery of your message up to 96 hours only. Increments of delay are one-hour units. If you wish immediate delivery, enter zero (0) when prompted to enter the delay increments.

Remember, if you hang up, the message will be sent.

### Reorigination

If you attempt to reach someone using The Global Advantage Calling Card who does not answer his or her telephone, you may reoriginate your call and the Voice Message Delivery system “remembers” the last dialed number.

When prompted to enter the recipient’s telephone number, you will also hear “Or press the pound key for the last number called.” You will be given an opportunity to change this number if you wish.

When listening to a message, you may–

Press:	For this action:
#	Move forward ten seconds
##	Fast-forward to the end of the message
*	Move backward ten seconds
**	Return to the beginning of the message
##*	Hear only the last ten seconds of the message.

*The ##\* option is not applicable if you are listening to a message that you have recorded.*

### Recording features to remember

When you have finished recording your name, the recipient’s name, or your message, you may press any key except the number eight (8) key to signal you have finished recording or you may wait for the time-out.

A time-out will occur after three seconds of silence.

Even if you do not record your name and the recipient’s name, the script announcing the recipient and sender name will still be played upon delivery.

## VOICE MESSAGE DELIVERY QUESTIONS & ANSWERS

### What does the recipient hear when the message is delivered?

When the telephone is answered, Voice Message delivery announces: “This is Your Voice Message Delivery service. I have a message for {recipient name} from {sender name}.” The recipient is then prompted to press any key to indicate he or she is listening from a touch-tone telephone. Your message is then delivered.

### What if no one answers the telephone?

Voice Message Delivery will attempt to deliver your message a maximum of nine times. Provided you have not changed the delivery schedule by entering a delay, Voice Message Delivery will attempt to deliver your message 15 minutes after you hang up and in 15-minute increments thereafter. If you have entered a delay (one-hour increments), Voice Message Delivery will attempt to deliver your message in 'x' hours and every 15 minutes thereafter until the nine attempts have been exhausted.

*Note: The number of delivery attempts, number of minutes between attempts, and hours to delay delivery are configurable elements. The example above-using eight attempts and 15-minute intervals-represents a standard configuration.*

### What if someone other than the recipient answers the phone?

The Voice Message Delivery service is unable to monitor who receives your message. Therefore, messages containing “sensitive” material should not be sent via the message delivery service.

### What happens if a call is completed to an answering machine or to voice mail?

In the event that Voice Message Delivery does not receive a confirming DTMF tone from the recipient, your message will be delivered–then immediately repeated.

Depending upon the length of the answering machine or voice mail greeting, the delivery of your name and the recipient’s name may not be recorded by the recipient’s answering machine or voice mail. While the message is repeated in its entirety to ensure delivery, the name information is not repeated with the second play of your message.

### What if I need assistance? How do I reach an Operator?

You must first reoriginate by pressing the # key for 2-3 seconds, then press zero (0) to reach an operator.

# International Dialing Instructions

## International dialing instructions:

From Canada, Guam, Puerto Rico, Saipan and US Virgin Islands, dial direct as shown on your calling card.

## From other select countries:

1. Dial the international toll-free access number of the country from which you are calling.
2. At the prompt, enter your International Security Code (the last four digits of your domestic toll-free access number).
3. At the prompt, enter your authorization code (calling card number + PIN).
4. At the tone, dial the area code and phone number you wish to call or choose a menu option. If calling an international country, dial 011 + country code + city code + number.

Originating Country	Primary Country Access Code	Secondary Country Access Code
Andorra same RPM as France	0800-901-608	0800-901-806
Australia	1-800-50-4065	1-800-12-2592
Austria	0800-291-675	0800-291-674
Azores same RPM as Portugal	0800-819-701	0800-812-334
Bahamas	1-800-306-0264	1-800-306-0259
Barbados	1-800-5340164	1-800-5342530
Belgium	0800-73341	0800-16071
Bermuda	1-8004249042	
Brazil	00081-5-620-12852	00081-4-550-2816
CANADA	Same as Domestic Access Number	
Chile	800530032	123-0-020-4020
China	10-800-120-0006	10-800-1208020
Colombia	9809-52317	9809-52318
Costa Rica	0800-012-0567	
Cyprus	080-9-7730	080-9-7731
Denmark includes Faeroe Islands & Greenland	8088-1119	8088-7765
Dominican Republic	1-800-7514170	1-800-7516825
Faeroe Islands same RPM as Denmark	8088-1119	8088-7765
Fiji Islands	0800-7015	0800-7016
Finland	0-800-1-15585	0-800-1-11948
France includes Andorra & Monaco	0800-901-608	0800-901-806

Originating Country	Primary Country Access Code	Secondary Country Access Code
Germany	0800-181-5306	0800-181-3309
Greece	00800106002012894	00800-12-3137
Greenland same RPM as Denmark	8088-1119	8088-7765
Guam	1-800-6713032	1-800-5073037
Hong Kong	800-933626	800-933151
Hungary	00-800-11555	06-800-12076
Iceland	800-8151	800-8152
Indonesia	008-800-105-028	001-803-011-0764
Ireland	1-800-55-0579	1-800-55-7494
Israel	1-800-946-0044	1-800-940-2160
Italy includes San Marino & Vatican City	800-873-786	800-873-787
Jamaica	1-800-4553638	1-800-7643266
Japan	00531-1-62113	00531-1-24194
Korea	00308-14-0052	00798-14-800-0934
Lichtenstein same RPM as Switzerland	0800-89-7155	0800-89-8934
Luxembourg	8002-6675	8002-6674
Madeira same RPM as Portugal	800-819-701	800-812-334
Malaysia	1-800-80-8144	1-800-80-4298
Marshall Islands	1-800-4249375	
MEXICO	001-800-689-3430	001-800-916-9356
Monaco same RPM as France	0800-901-608	0800-901-806
Netherlands	08000226591	08000226527
Netherlands Antilles	001800-689-5760	
New Zealand	0800-444750	0800-447583
Nicaragua	001-800-220-1096	
Norway	800-12160	800-16184
Panama	001-800-507-0695	001-800-507-0696
Philippines	102-7-1-800-120-0400	102-7-1-800-120-0401
Poland	00-800-111-4255	00-800-111-4281
Portugal includes Azores & Madeira	0800-819-701	0800-812-334
St. Kitts	1-800-744-9133	1-800-744-9134
St. Vincent	1-800-326-4230	
San Marino same RPM as Italy	800-873-786	800-873-787
Singapore	800-1011074	800-1201180
South Africa	080-09-94859	080-09-97791
Spain	900961470	
Sweden	020-79-7764	020-021-4305
Switzerland includes Lichtenstein	0800-89-7155	0800-89-8934
Taiwan	0080-12-6185	0080-13-8888
Thailand	001-800-15620-17835	001-800-12-066-2365
Trinidad & Tobago	1-8002012978	1-8008376602
Turkey	00-800-151-0364	00-800-151-0468
United Kingdom	0800-962231	0800-328-0544
Uruguay	000-413-598-0829	000-413-598-0830
Vatican City same RPM as Italy	800-873-786	800-873-787
Venezuela	8001-3656	800-14-008