

# GLOBAL CALLING CARD USER GUIDE

## Calling from within Australia

1. Dial 18999 or 1800 551 812 and wait for instructions.
2. When requested enter your card number, followed by your PIN, or wait for the operator.
3. **For Calls within Australia:** Enter the area code and telephone number.  
**For International Calls:** Enter 0011, country code, area code and telephone number.

\*Calls originating outside Australia will not be subject to GST. \*\*Call Home Australia Access Numbers are subject to change without notice. Please check that you have the most current access numbers before your departure by visiting [www.globalcards.com.au](http://www.globalcards.com.au)

## Access to 13, 1300 and mobile numbers

You can access 13, 1300 and mobile numbers (area code not required). Operators cannot connect calls to 13 or 1300 numbers. Some 13 and 1300 numbers are not available when phoning from overseas.

## Call Home Australia Access Numbers

Country	Carrier	Access number	Country code
Bahrain	Batelco	800 611	973
Belgium ♦♦	Belgacom	0800 106 10	32
Canada ●	Teleglobe Canada	1800 665 0187	1
China♦▲	DGT	108 612	86
Cyprus (Greece)	CTA	800 900 2	357
Denmark	Telecom Denmark	800 100 12	45
Fiji ♦	Fintel	004 890 6102	679
Finland ♦♦	Sonera Finland	0800 1 10611	358
France ♦♦	France Telecom	0800 992 061	33
Germany ♦♦	DT	0800 0800 661	49
Greece ♦♦	Hellenic Telecom	008 006 121	30
Guam ♦♦	Sprint	1800 803 6161	1
	AT&T	1800 218 0661	
Hawaii ♦♦	Sprint	1800 803 6161	1
	AT&T	1800 218 0661	
Hong Kong ♦♦	Hong Kong Telecom	800 960 161	852
India	VSNL	000 6127	91
Indonesia (inc Bali)♦♦	Indosat	001 801 0611	62
Indonesia (cont.)	Satelindo	008 801 0611	
Ireland ●	Telecom Ireland	1800 550 161	353
Israel	Golden Lines	1800 926 1061	
Italy ♦♦▲	Telecom Italia	800 172 611	39
Japan ♦▲	Japan Telecom	0044 2206 5610	81
	IDC	0066 55 061	
	KDDI ●	00539 612	
Korea (South) ♦	DACOM ●■	00309 612	82
	ONSE ■	00369 611	
	Korea Telecom ■	007 22611	
Macau	CTM	0800 611	853
Malaysia	Telekom Malaysia ♦	1800 800 068	60
	Time Telekom	1800 180 061	
Netherlands ♦♦	KPN Netherlands	0800 022 5561	31
New Zealand ●	TNZI	000 99 6	64
		00 800 000 18999	
Norway ●	Telenor	800 19610	47
Philippines	PLDT ♦▲	10570	63
	Globe Telecom ♦▲	128 0570	
	Capwire ♦▲	104 0161	
	ETPI	106661	
Singapore ♦	Singapore Telecom	8000 612 612	65
Solomon Islands ♦	Solomon Is. Telecom	08612	677
South Africa ♦♦	Telkom SA	0800 990 610	27
Sweden ♦♦	Telia	020 799 161	46
	Tele2	0200 2200 61	
Switzerland ♦♦	Swiss Telecom	0800 555 261	41
Taiwan	ITA	0080 1610 610	886
Thailand *	CAT	001 999 612 000	66
United Kingdom	Cable & Wireless	0800 559 3584	44
	BT ♦♦	0800 89 0611	
USA	AT&T ♦♦	1800 218 0661	1
	MCI Worldcom	1800 610 0061	
	Sprint	1800 803 6161	

● Country Connect Service available from and within this country. ♦ Public phones may require coin/card.  
▲ Some rural locations not available. \* Not available from pay phones.  
■ Operator services only. ♦ Not available from mobile phones.

## Calling from overseas\*

1. Dial the Call Home Australia Access Number\*\* for the country you are in.
2. When requested enter your card number, followed by your PIN, or wait for the operator.
3. **For Calls to Australia:** Enter the area code and telephone number.  
**For Calls within and between selected countries (Country Connect):** Enter 0011, country code, area code and telephone number.

**Note:** You can't use your Calling Card to call 1800, 0055 or 1900 numbers.

**Important:** Take care not to reveal your card number and PIN when making calls in public areas. Some hotels may impose surcharges on card calls. Please check with the hotel first.

**Assistance:** In Australia dial 1300 720 214. From overseas dial the Call Home Australia Access Number for the country you're in and hold for the operator. If you are unable to get through on this number, call +61 2 9342 4511 to report the problem.

## Speed dial

When instructed to enter the telephone number, enter your pre-registered speed dial number followed by #, e.g. 1# or 5#.

## Speed Dial set-up

To set-up your speed dial numbers, please call customer service on 1300 720 214 and have your desired numbers and locations ready.

## Follow-on calls

Before your call ends and the person you called hangs up, you can make your next call immediately by pressing ## and following the instructions.

## For faster dialling

After dialling 18999 (within Australia), you can enter your card number, PIN, then the area code and telephone number you wish to call (without waiting for the instructions).

## Corrections

If you make a mistake when entering numbers, press the \* key and re-enter the particular set of numbers you were dialling.

## Sending a fax

You can send a fax (using a fax machine) by following the same steps that you use to make a voice call.

## Options menu

The *Global Calling Card* has features that help you keep in touch with friends and family while travelling. To hear the options menu, press the star (\*) key when you hear the prompt.

## Choices Within Options menu

### Press 1 to make a call

**Press 2 for voicemail:** Your family and friends can leave you a voice message by dialling 1300 551 012 when in Australia or +61 2 9776 0403 when overseas. All they need is your mailbox number, which is your 9 digit card number.

**To listen to your messages:** Press 1 to listen to your messages. After you listen to a message you have the option to; save, delete, replay or forward it.

## To set-up your mailbox

Press 2 to record a personal greeting that your friends and family will hear. You have 60 seconds to record.

## Languages

Press 3 to change your language. Follow the voice prompts to change to your language of choice. Languages available are: Arabic, Cantonese, English, Indonesian, Japanese, Korean, Mandarin, Thai and Vietnamese.

Just say the word **'yes'**  
**OPTUS**