

International Calling Card User Guide (For Personal Customers)

How to make calls from Hong Kong to overseas?

Direct Dialling

- Dial** International Calling Card Access Number **2091**
- Enter** Your International Calling Card Number & PIN
- Press** **2** to make calls to overseas
- Enter** Country Code + Area Code (if any) + Telephone Number + **#**

Calling Short Code Number

- Dial** International Calling Card Access Number **2091**
- Enter** Your International Calling Card Number & PIN
- Press** **3** to call your Short Code Number*
- * **Press** **#** to check the details of the pre-set Short Code Number
- Enter** Your designated Short Code Number
011 / 012 / 013 / 014 / 015 / 016

* If you want to amend the Short Code Number, please contact our Customer Service Hotline.

How to make calls from overseas?

From overseas to Hong Kong

- Dial** International Calling Card Access Number of the country you are in (please refer to the table of International Calling Card Access Numbers and Country Codes)
- Select** Language: **1** Cantonese **2** English **3** Putonghua
- Enter** Your International Calling Card Number & PIN
- Press** **1** to make calls to Hong Kong
- Enter** Your designated telephone number in Hong Kong + **#** (country code **852** is **NOT** required)

From overseas to other countries

- Dial** International Calling Card Access Number of the country you are in (please refer to the table of International Calling Card Access Numbers and Country Codes)
- Select** Language: **1** Cantonese **2** English **3** Putonghua
- Enter** Your International Calling Card Number & PIN
- Press** **2** to make calls to other countries
- Enter** Country Code + Area Code (if any) + Telephone Number + **#**

From overseas to Short Code Number

- Dial** International Calling Card Access Number of the country you are in (please refer to the table of International Calling Card Access Numbers and Country Codes)
- Select** Language: **1** Cantonese **2** English **3** Putonghua
- Enter** Your International Calling Card Number & PIN
- Press** **3** to call the pre-set Short Code Number
- * **Press** **#** to check the details of the pre-set Short Code Number
- Enter** Your designated Short Code Number
011 / 012 / 013 / 014 / 015 / 016

* If you want to amend the Short Code Number, please contact our Customer Service Hotline.

How to use other features?

How to activate your International Calling Card for the first time?

Please use your Designated Telephone Number to

- Dial** International Calling Card Access Number **2091**
- Enter** Your International Calling Card Number
- Enter** Self-selected 6-digit PIN
- Re-enter** Self-selected 6-digit PIN to confirm

Change Your PIN

- Dial** International Calling Card Access Number **2091**
- Enter** Your International Calling Card Number & PIN
- Press** **1** to change the PIN
- Enter** Your new PIN
- Re-enter** Your new PIN to confirm

Making calls continuously

When the conversation ended,

- Press** **#** twice to make another call (Maximum 3 calls can be connected consecutively)

Amend wrongly input number

- Press** ***** for wrongly input number amendment

User Notes

When you receive your Service Notification Letter

- set your PIN immediately and change it on a regular basis
- avoid using easy-to-guess numbers (e.g. 111111, 123456, 654321 etc) as your PIN

When using your International Calling Card at public or digital display phones

- avoid using public phones with printer capability (e.g. fax machine or rental phones in China)
- after using public phones, please pick up the handset again and dial a random number to clear the memory for redial

If you have lost your International Calling Card Number or PIN

- report to our Customer Service Hotline immediately for assistance

Information on Pre-set Usage Level

- In order to better help our customers manage their IDD usage, an International Calling Services Pre-set Usage Level is introduced. It is an indicator that reflects the pre-set monetary value of your anticipated monthly IDD usage, including both International Calling Card and IDD 009 services. You can refer to your International Calling Card Service Notification Letter and your monthly invoice for information on the pre-set usage level.

Table of International Calling Card Access Numbers & Country Codes

Country	International Access Number	Country Code
Argentina	0800-666-0265	54
Australia	1-800-125-551 / 0011-800-2093-2093	61
Austria	0-800-292-711 / 00-800-2093-2093	43
Belgium	0-800-72042 / 00-800-2093-2093	32
Brazil	0-800-891-6780	55
Canada	1-800-887-4078 / 1-866-252-3613 / 1-877-257-5659 / 011-800-2093-2093	1
China	1088-590▲ (China Netcom Network) / 1082-8590▲ (China Telecom Network)	86
Czech Republic	800-001-167	420
Denmark	808-85-103 / 800-10702 / 00-800-2093-2093	45
Egypt	531-8800▲	20
Finland	0-800-115-6318 / 00-800-2093-2093	358
France	0800-903-461 / 0-800-905-082 / 00-800-2093-2093	33
Germany	0-800-1-825-396 / 00-800-2093-2093	49
Hungary	068-000-852-7	36
Iceland	800-8479▲ / 800-8133▲	354
India	00800-650-1311▲	91
Indonesia	001-803-852-2161	62
Ireland	1800-511-692 / 00-800-2093-2093	353
Israel	1-80-945-9170 / 00-800-2093-2093	972
Italy	800-871-108	39
Japan	00-531-00-852-5 / 00531-32-0009 / 00-531-162-050▲ / 010-800-2093-2093▲	81
Luxembourg	8002-3756 / 800-22-668	352
Macau	0800-913▲	853
Malaysia	1-800-80-3510 / 1-800-805-148 / 00-800-2093-2093	60
Mariana Islands	877-894-2077	1
Mexico	001-800-514-6491	52
Netherlands	0800-023-2563 / 0-800-022-0963 / 00-800-2093-2093	31
New Zealand	0800-44-6987 / 0-800-440-173 / 00-800-2093-2093	64
Norway	0-800-19686 / 00-800-2093-2093	47
Papua New Guinea	0507-852-01	675
Philippines	10-10-55-8521▲ / 1-800-765-2108▲ (ETPI Network)	63
Portugal	800-803-852	351
Russia	810-800-150-1852	7
Singapore	800-0-852-943 / 800-101-1011▲ / 001-800-2093-2093▲	65
South Africa	0-800-990-562▲	27
South Korea	00-369-857▲ / 00-798-852-12150 / 001-800-2093-2093	82
Spain	900-951-814	34
Sweden	020-793-381 / 00-800-2093-2093	46
Switzerland	0800-564-042 / 0-800-891-322 / 00-800-2093-2093	41
Taiwan	00801-85-3088 / 002-800-2093-2093▲	886
Thailand	001-800-852-2138▲ / 001-800-156-203-8358▲	66
United Kingdom	0-800-328-0102 / 0800-056-3736 / 0-800-895-945 / 00-800-2093-2093	44
United States	1-800-698-6955 / 1-800-367-2669 / 1-877-409-6783 / 1-800-262-9761	1

Customers can use International Calling Card to make calls from overseas country to other countries (except access numbers with ▲). Charge per minute is the sum of the per minute rate calling from that overseas country to Hong Kong plus the per minute rate calling from Hong Kong to the designated country. ▲Only applicable to calls made to Hong Kong

Customers are recommended to check access numbers and dialling procedures with local telecom service providers before making calls with Unified International Free Number 800-2093-2093 in overseas.

Customer Service Hotline : 1239

Website

: hkbnes.net/idd009