



## HELP DESK

## Features:

If you need assistance or have any questions, please contact our 24-hour help desk. Follow the three-step procedure listed under the **Features** section and press "0" for the operator, or write to:

**EATEL**  
**Customer Service Department**  
**913 S. Burnside Ave.**  
**Gonzales, LA 70737 USA**  
**1-800-621-4211**

### How to Access Enhanced Features

1. Dial the toll-free access number. User-friendly voice prompts guide the user through the enhanced features as needed. If the cardholder does not have touch-tone capability, hold for an operator to assist.
2. At the prompt, enter the card number and pin.
3. At the tone, enter the area code and destination or select an enhanced feature.

PRESS	ENHANCED FEATURES
0	OPERATOR
1#	SPEED DIALING
2#	DIRECTORY ASSISTANCE



## FAQ

### How do I obtain another calling card?

If you wish to obtain a duplicate calling card, simply contact our Customer Service Department at 1-800-621-4211 between 8:30 AM and 4:30 PM weekdays. A new card will be mailed to you normally within two days.

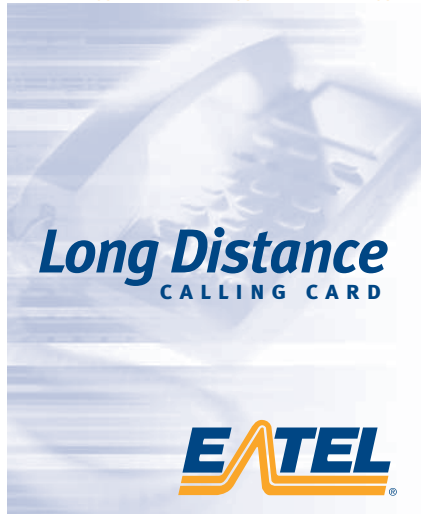
### How do I change my PIN/security code?

To change your PIN/security code, you must dial Customer Service at 1-800-621-4211 between 8:30 AM and 4:30 PM weekdays. A new calling card with a new PIN/security code will be mailed to you normally within two days. Upon request of a new PIN number, your old PIN number will be immediately deactivated.

### I lost my calling card. What should I do?

Immediately contact Customer Service at 1-800-621-4211 between 8:30 AM and 4:30 PM weekdays. For security reasons your card will be deactivated, and a new one will be issued for you normally within two days.

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**INSTRUCTIONS & FEATURES**

# Instructions:

## Domestic, International & Enhanced Feature Dialing Instructions:

### Domestic Origination

#### - International Termination:

1. Dial the toll-free access number (1-866-753-2835) and wait for the system prompt. If cardholder does not have touch-tone capability, hold for an operator to complete the call.
2. At the prompt, enter the card number and pin.
3. At the tone, dial 011 + country code + city code + number.
4. If the customer subscribes to account codes, wait for the next tone and enter account code.
5. Wait for the call to process.

### International Origination

#### - Domestic Termination:

1. Dial the international toll-free access number (ITFS) for the country from which the call is being placed (refer to back page). If the cardholder does not have touch-tone capability, hold for an operator to complete the call.
2. At the prompt, enter the four-digit International Security Code. (The Security Code is usually the last four digits of the domestic dialed toll-free access number.)
3. At the prompt, enter the card number and pin.
4. At the tone, dial the area code and destination number.
5. Wait for the call to process.

### International Origination

#### - International Termination:

1. Dial the international toll-free access number (ITFS) for the country from which the call is being placed (refer to back page). If the cardholder does not have touch-tone capability, hold for an operator to complete the call.
2. At the prompt, enter the four-digit International Security Code. (The Security Code is usually the last four digits of the domestic dialed toll-free access number.)
3. At the prompt, enter the card number and pin.
4. At the tone, dial 011 + country code + city code + number.
5. Wait for the call to process.



## ACCESS NUMBERS

COUNTRY CODE	ORIGINATING COUNTRY	PRIMARY ITFS NUMBER	SECONDARY ITFS NUMBER
61	Australia (includes Christmas Island & Tasmania)	1-800-50-4065	1-800-12-2592
43	Austria	0800-291-675	0800-291-674
351	Azores (same RPM as Portugal)	800-819-701	800-812-334
1242	Bahamas	1-800-306-0264	1-800-306-0259
34	Balearic Islands (same RPM as Spain)	900-96-1470	
1246	Barbados	1-800-534-0164	1-800-534-2530
32	Belgium	0800-73341	0800-16071
1441	Bermuda	1-800-424-9042	
55	Brazil	00081-5-620-12852	00081-4-550-2816
	Canada	Direct Dial	
34	Canary Islands (same RPM as Spain)	900-96-1470	
64	Chatham Islands (same RPM as New Zealand)	0800-44-4750	0800-44-7583
56	Chile	800-53-0032	123-0-020-4020
86	China	10-800-120-0006	10-800-120-8020
61(9164)	Christmas Island (same RPM as Australia)	1-800-50-4065	1-800-12-2592
57	Colombia	98091-52317	98091-52318
34	Cueta (city in Morocco – same RPM as Spain)	900-96-1470	
357	Cyprus	080-9-7730	080-9-7731
45	Denmark (includes Faeroe Islands & Greenland)	8088-1119	8088-7765
1809	Dominican Republic	1-800-751-4170	1-800-751-6825
298	Faeroe Islands (same RPM as Denmark)	8088-1119	8088-7765
358	Finland	0-800-115-585	0-800-111-948
33	France (includes Monaco)	0800-901-608	0800-901-806
49	Germany	0800-181-5306	0800-181-3309
30	Greece	00800-10-600-201-2894	00800-12-3137
299	Greenland (same RPM as Denmark)	8088-1119	8088-7765
852	Hong Kong	800-933626	800-933151
36	Hungary	00-800-11555	06-800-12076
354	Iceland	800-8151	800-8152
62	Indonesia	008-800-105-028	001-803-011-0764
353	Ireland	1-800-55-0579	1-800-55-7494
972	Israel	1-800-946-0044	1-800-940-2160
39	Italy (includes San Marino & Vatican City)	800-873-786	800-873-787
81	Japan	00531-162-113	00531-124-194
82	Korea (South)	00308-14-0052	00798-14-800
423	Lichtenstein (same RPM as Switzerland)	0800-89-7155	0800-89-8934

COUNTRY CODE	ORIGINATING COUNTRY	PRIMARY ITFS NUMBER	SECONDARY ITFS NUMBER
352	Luxembourg	8002-6675	8002-6674
351	Madeira	800-819-701	800-812-334
60	Malaysia (same RPM as Portugal)	1-800-80-8144	1-800-80-4298
692	Marshall Islands	1-800-424-9375	
34	Melilla (city in Morocco – same RPM as Spain)	900-96-1470	
52	Mexico	001-800-689-3430	001-800-916-9356
377	Monaco (same RPM as France)	0800-901-608	0800-901-806
31	Netherlands	08000-226591	08000-226527
599	Netherlands Antilles	001-800-689-5760	
64	New Zealand (includes Chatham Islands)	0800-44-4750	0800-44-7583
505	Nicaragua	001-800-220-1096	
47	Norway (includes Svalbard)	800-12160	800-16184
507	Panama	001-800-507-0695	001-800-507-0696
63	Philippines	102-71-800-120-0400	102-71-800-120-0401
48	Poland	00-800-111-4255	00-800-111-4281
48	Portugal (includes Azores & Madeir)	800-819-701	800-812-334
7	Russia	810-800-2037-1012	810-800-2048-1012
1869	St. Kitts/Nevis	1-800-744-9133	1-800-744-9134
1784	St. Vincent	1-800-326-4230	
378	San Marino (same RPM as Italy)	800-873-786	800-873-787
65	Singapore	800-1011074	800-1201180
27	South Africa	080-09-94859	080-09-97791
34	Spain (includes Balearic Is, Canary Is, Cueta & Melilla)	900-96-1470	
47	Svalbard (same RPM as Norway)	800-12160	800-16184
46	Sweden	020-79-7764	020-021-4305
41	Switzerland (includes Lichtenstein)	0800-89-7155	0800-89-8934
886	Taiwan	0080-12-6185	0080-13-8888
61	Tasmania (same RPM as Australia)	1-800-50-4065	1-800-12-2592
66	Thailand	001-800-15-620-17835	001-800-12-066-2365
1868	Trinidad & Tobago	1-800-201-2978	1-800-837-6602
90	Turkey	00-800-151-0364	00-800-151-0468
44	United Kingdom	0800-962-231	0800-328-0544
	United States	866-753-2835	
598	Uruguay	000-413-598-0829	000-413-598-0830
379	Vatican City (same RPM as Italy)	800-873-786	800-873-787
58	Venezuela	800-13-656	800-14-008