

## Using Your Primus Calling Card



[primus.ca](http://primus.ca)

### Making Calls From Canada and The U.S.

- When calling from Canada and the U.S., simply refer to the instructions on the back of your calling card.
- When calling from the U.S. to Canada, ensure you dial the access number on your card (1-800-957-9000) to avoid higher U.S. carrier rates.
- U.S. to U.S. and to overseas card calls are charged at U.S. carrier rates.

### Making Calls From Overseas

Calls from overseas can be made from the countries listed below.

1. Dial the access number for the country you are in
2. Listen for the voice prompt
3. Enter the telephone number you are calling as follows:
  - To call Canada and the U.S., dial the area code and 7 digit phone number (do not dial "1" before the area code), OR
  - To call other destinations, dial "01", then the country code, city code and phone number
4. After the tone, enter your Calling Card number and 4 digit PIN

### Customer Service Information

For card rates, refer to your Primus long distance plan or call us from anywhere in Canada or the U.S. at 1 800 806-3273.

- For Customer Service when outside Canada or the U.S., dial the country specific access number for the country that you are IN and, dial '0' or hold for bilingual Operator.

### Operator Service

- For dialing assistance, press '0' at any time during the voice prompts or hold to reach an Operator, available 8 a.m to midnight, 7 days a week EST.
- Surcharges may apply for operator assisted calls.
- \* Access numbers are subject to change at any time.

## Calling Card Access Numbers

Australia ●	0011 800 7746 8746	Hungary ○→●	00 800 7746 8746	Portugal ↔	00 800 7746 8746
Austria	00 800 7746 8746	Ireland →●	00 800 7746 8746	San Marino ↔●	00 800 7746 8746
Belgium ↔	00 800 7746 8746	Israel ↔●	00 800 7746 8746	South Africa ↔●	09 800 7746 8746
Denmark ↔	00 800 7746 8746	Italy →●	00 800 7746 8746	South Korea ○●	003 0814 0506
Finland ●	00 800 7746 8746	Japan →○●	010 800 7746 8746	Spain ↔●	00 800 7746 8746
	or 990 800 7746 8746	Malaysia →●	00 800 7746 8746	Sweden ↔	00 800 7746 8746
France ●	00 800 7746 8746	Mexico ●○	001 800 514 0001	Switzerland →●	00 800 7746 8746
Germany →	00 800 7746 8746	Netherlands →○	00 800 7746 8746	Taiwan →●	00 800 7746 8746
Greece ●○	00 800 10 700 301 0001	New Zealand →	00 800 7746 8746	United Kingdom ●	00 800 7746 8746
Hong Kong →	001 800 7746 8746	Norway →●	00 800 7746 8746	Venezuela	0 800 100 6880

○ Service not available from all phones.

● Local charges may apply.

★ Service not available from pay phones.

→ Service not available from all mobile telephone networks.

↔ Service not available on mobile telephone networks.

■ Calls can be made to Canada only.