



Call Home America®
ExactRateSM
 by Global Crossing™

Service Guide

Thank You For Choosing...

ExactRate™ Long Distance service! We're looking forward to providing you and your family with the best long distance service at the lowest possible cost. As an ExactRate Long Distance customer, you'll enjoy some fantastic benefits:

- **Easy to understand rates. Just 7¢ a minute 24 hours a day on all of your state-to-state calls.**
- **Worldwide direct dial international calling.**
- **Crystal-clear digital and fiber-optic technology.**

We are committed to your 100% satisfaction and value you as our customer. If you have a question or comment about your new ExactRate Long Distance service please contact us.

**Call Customer Service at:
 1-800-594-5900**

or write us at:

Frontier Commons
 Attn: Customer Service Manager
 1225 Jefferson Rd. Ste. # 27
 Rochester, New York 14623-9835

**or visit our website at:
 www.callhomeamerica.com**

About Your New ExactRateSM Long Distance Service

Before you place your first call, please make certain your phone is connected to the Global Crossing service network. Use this free test for each phone line that should be assigned to ExactRate Long Distance.

1. Dial **1-700-555-8113**.
2. If a recording says, "Thank you for choosing ExactRate Long Distance service by Global Crossing Telecommunications, Inc." you can begin making long distance calls right away. If you do not hear the recording, please contact Customer Service at **1-800-594-5900**.

Using ExactRate Long Distance Service

Simply dial your call as shown below, using either your touch-tone or rotary phone. No special equipment is necessary.

- **Long distance call** (to anywhere in the U.S., Puerto Rico, the U.S. Virgin Islands or Canada)
1 + Area Code + Number
- **Directory assistance** **1 + Area Code + 555-1212**
- **Long distance operator-assisted call** (person-to-person, station-to-station and collect long distance)
**Dial a Call Home America operator:
 0 + Area Code + Number
 Or 00 + 0 (when prompted)**
- **Local Toll Calling:** To have local toll calls billed on your Global Crossing bill, call Customer Service at 1-800-594-5900 to see if local toll calling is available in your area.
- **Toll-Free Calling:**

1 + 800 + Number	1 + 888 + Number
1 + 877 + Number	1 + 866 + Number

Your Satisfaction Is Guaranteed

If, after an initial 90-day trial period, you are not satisfied and choose to cancel your ExactRate™ Long Distance service, you will be:

- Refunded change-over fees charged by your telephone company to switch to ExactRate™ Long Distance service by Global Crossing.
- Refunded change-over fees required to return you to your previous long distance carrier.

Total refund charges not to exceed \$30 and notification must be within 180 days from sales date.



Call Home America®
ExactRateSM
by Global Crossing™
Service Guide

Placing International Calls

International calling is easy and affordable with ExactRate Long Distance. Calls can be made to virtually any dialable location — worldwide!

- To make international calls from the U. S., dial:

011 + Country Code + City Code + Local Number

Example: U.S. to London

011 + 44 + 81 + Local Number

To speed up your international call connection from a touch-tone phone, press the “#” key for one second after dialing the number.

- When calling from the U.S. to Canada or countries listed under International Country Codes with an “X”, dial:

1 + (Canada Area Code or International Code listed on following page) + Local Number

Save With Our International Calling Plan

Global Crossing offers two International calling plans available with ExactRate Long Distance. If you make few international calls, the **Standard International Plan** will work just fine. If you make frequent international calls, the **Optional International Plan** gets you even lower rates for a small monthly fee!

ExactRate International calls are carried on Global Crossing’s state-of-the art worldwide fiber optic network. The clear and speedy connections are perfect for all your international calling needs. For more information about rates or how to sign up, call Customer Service at **1-800-594-5900** and a representative will be happy to assist you.

Visit www.callhomeamerica.com for rate information.

Frequently Asked Questions

Will I get a separate bill for my ExactRate Long Distance calls?

No! All of your services will be billed on the same convenient invoice.

How do I get a calling card?

It’s easy! Just call Customer Service at 1-800-594-5900 to have yours sent today!

Can I make international calls?

Yes! Your long distance service can be used to call virtually any dialable location in the world. You can keep in touch with family and friends living just about anywhere!

Is there a way to avoid dialing country and city codes when making international calls?

Yes! Use your Call Home America toll-free number and a 4-digit PIN to route your call to an international number. This will make international calling simple and convenient.

If I move, can I continue using ExactRate Long Distance service?

Yes! Simply call **1-800-594-5900** to report your new address and phone number to a Customer Service representative. We 'll make sure your service follows you.



International Country Codes

Place calls to any of these countries from the U.S. Call Customer Service for International Originating Codes at 1-800-594-5900.

Afghanistan	93	Djibouti	253	Laos	856	Rwanda	250
Albania	355	* Dominica	767	Latvia	371	St. Helena	290
Algeria	213	* Dominican Rep.	809	Lebanon	961	* St. Kitts	869
American Samoa	684	Ecuador	593	Lesotho	266	* St. Lucia	758
Andorra	376	Egypt	20	Liberia	231	St. Pierre/Miguel	508
Angola	244	El Salvador	503	Libya	218	* St. Vincent	784
* Anguilla	264	Equatorial Guinea	240	Liechtenstein	423	South Korea	82
Antarctica area	672	Eritrea	291	Lithuania	370	Saipan, Rota &	
* Antigua	268	Estonia	372	Luxembourg	352	Tinian	670
Argentina	54	Ethiopia	251	Macao	853	San Marino	378
Armenia	374	Faeroe Is.	298	Macedonia	389	Sao Tome	239
Aruba	297	Falkland Is.	500	Madagascar	261	Saudi Arabia	966
Ascension Is.	247	Fiji Is.	679	Malawi	265	Senegal Rep	221
Australia	61	Finland	358	Malaysia	60	Seychelles Is	248
Austria	43	France	33	Maldives	960	Sierra Leone	232
Azerbaijan	994	French Antilles	596	Mali Republic	223	Singapore	65
* Bahamas	242	French Guyana	594	Malta	356	Slovakia	421
Bahrain	973	French Polynesia	689	Marshal Is	692	Slovenia	386
Bangladesh	880	Gabon	241	Mauritania	222	Solomon Is	677
* Barbados	246	Gambia	220	Mauritius	230	Somalia	252
Belarus	375	Georgia	995	Mexico	52	South Africa	27
Belgium	32	Germany	49	Micronesia	691	Spain	34
Belize	501	Ghana	233	Moldava	373	Sri Lanka	94
Benin	229	Gibraltar	350	Monaco	377	Sudan	249
* Bermuda	441	Greece	30	Mongolia	976	Suriname	597
Bhutan	975	Greenland	299	* Montserrat	664	Swaziland	268
Bolivia	591	* Grenada	473	Morocco	212	Sweden	46
Bosnia &		Guadeloupe	590	Mozambique	258	Switzerland	41
Herzegovina	387	Guam	671	Myanmar	95	Syria	963
Botswana	267	Guantanamo Bay	539	Namibia	264	Taiwan	886
Brazil	55	Guatemala	502	Nauru	674	Tanzania	255
* British Virgin Is.	284	Guinea	224	Nepal	977	Thailand	66
Brunei	673	Guinea Bissau	245	Netherlands	31	Togo	228
Bulgaria	359	Guyana	592	Netherland Antilles ...	599	Tonga	676
Burkino Faso	226	Haiti	509	* Nevis	869	* Trinidad/Tobago	868
Burma/Myanmar	95	Honduras	504	New Caledonia	687	Tunisia	216
Burundi	257	Hong Kong	852	New Zealand	64	Turkey	90
Cambodia	855	Hungary	36	Nicaragua	505	Turkmenistan	993
Cameroon	237	Iceland	354	Niger	227	* Turks/Caicos Is	649
Cape Verde	238	India	91	Nigeria	234	Tuvalu	688
* Cayman Islands	345	Indonesia	62	Niue Is	683	Uganda	256
Central African Rep ..	236	Imaristat ATL East	871	North Korea	850	Ukraine	380
Chad Rep	235	Imaristat ATL West	874	Norway	47	United Arab Emirates	971
Chile	56	Imaristat IND Ocean	873	Oman	968	United Kingdom	44
China, People's Rep	86	Imaristat PAC Ocean	872	Pakistan	92	Uruguay	598
Christmas Island	61	Iran	98	Palau	680	Vanuatu	678
Colombia	57	Iraq	964	Panama	507	Vatican City	379
Comoros/Mayotte Is.	269	Ireland	353	Papua New Guinea ...	675	Venezuela	58
Congo	242	Israel	972	Paraguay	595	Vietnam	84
Cook Is.	682	Italy	39	Peru	51	Wallis/Futuna	681
Costa Rica	506	Ivory Coast	225	Philippines	63	Western Samoa	685
Croatia	385	* Jamaica	876	Poland	48	Yemen Rep	967
Cuba	53	Japan	81	Portugal	351	Yugoslavia	381
Cyprus	357	Jordan	962	Qatar	974	Zaire	243
Czech Rep.	420	Kenya	254	Reunion Is	262	Zambia	260
Denmark	45	Kiribati	686	Romania	40	Zimbabwe	263
Diego Garcia	246	Kuwait	965	Russia	7		