

Service Guide



Call Home America®

Ultimate800SM

by Global Crossing™

It's no ordinary 1-800 number!

Thank You For Choosing...

Call Home America® service and welcome to the world of calling convenience.

Your Ultimate 800 number can be your family's personal communication network. Now friends and loved ones can easily call your home from any phone at no cost to them.

Multiple PINs lets you select up to 100 PINs to direct your Ultimate 800 number almost anywhere, at no additional charge.

Plus, with your **Freedom PIN***, you can call almost anywhere in the world using your Ultimate 800 number and a touch-tone phone.

We are committed to your 100% satisfaction and value you as our customer. If you ever need to contact us,

call Customer Service at:

1-800-594-5900

or write us at:

Attn: Customer Service Manager

or visit our website at:

www.callhomeamerica.com



Call Home America®

Ultimate800SM

by Global Crossing™

180 Clinton Avenue South
Rochester, New York 14604-9967

* See page three for more information.

Using Call Home America Ultimate 800

To use your Ultimate 800 number, follow these simple instructions:

1. From any phone, dial your Ultimate 800 number. You will hear a recorded message that says "What PIN would you like to call?" .
2. Enter or speak a 4-digit PIN. To call your home, just say "Call Home," enter 4663 (HOME), or say "four-six-six-three." If necessary, follow the prompts to complete your call.
3. Your call will be connected! It's that easy and that quick!

To make additional calls, DO NOT HANG UP. Press # for two full seconds and, at the prompt, enter the next PIN you wish to dial. (If making a call using your Freedom PIN, enter your Freedom PIN then the phone number.)

When using a rotary or pulse phone, simply dial your Ultimate 800 number and either say the four-digit PIN, say the special feature PIN or phrase, or hold for an operator. A Call Home America operator will gladly connect your call.

100 Personal PIN Extensions

Your Ultimate 800 number includes 100 PINs! Each one can be set up to ring at any location¹ such as your home, your child's dorm room, a relative's house or any other frequently dialed phone number.

You choose your PINs (certain restrictions apply) and you can update them as often as you wish at no additional charge. If a phone number changes or your family moves, simply call Customer Service and we'll update your PINs right away.

¹PINs cannot be assigned to ring at toll-free or 1-900 numbers.

Choosing your PINs

You have the ability to choose your own four-digit PINs and your own Freedom PIN. The following rules apply when choosing your Freedom PIN:

1. Cannot have more than two repeating digits - 2772 is acceptable, but 2777 is not.
2. Cannot have more than two consecutive digits - 1285 is acceptable, but 1239 is not.
3. Cannot match the last 4 digits of your 800 number.

Cash Guard®

Cash Guard is a great feature which allows you to set spending limits on your Call Home America Ultimate 800 account. You may set any dollar amount you wish or choose unlimited usage. Calls in progress are not disrupted when the limit is reached. However, subsequent calls cannot be placed until the contact on your account notifies Customer Service that they wish to have the limit increased. Customer Service can only make these changes with the permission of the customer contact person.

For your safety and protection, your account has a Cash Guard limit set to avoid misuse or fraud. To change the amount of this cash guard feature, contact Customer Service for details.

Freedom PIN

The Ultimate 800 Freedom PIN allows you to call anywhere from virtually any touch-tone phone in the U.S., including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If you don't have a PIN assigned to the number you want to call, simply:

1. Dial your Ultimate 800 number.
2. At the prompt, enter your Freedom PIN.
3. At the tone, dial the number you wish to call.
 - For domestic U.S. calls or calls to Canada, dial Area Code + Number
 - For international calls², dial 011 + Country Code + City Code + Local Number

4. Blocking your Freedom PIN
 - Call Customer Service and ask to have your Freedom PIN cancelled after your 800 number has been activated.

²Your Freedom PIN must be activated with International Service to complete these calls. See section on international calling for details.

SPECIAL FEATURES:

Voice Recognition

Voice or speech recognition allows you to place calls hands-free and makes calling fun!

Any English-speaking caller can speak the digits 0-9, the words "yes", "no", "oh" (as a substitute for "zero") and phrases for Call Home America's Ultimate 800 personal PINs and special features.

Just speak the phrase as printed in the quotes or say each digit individually. For example, The HOME PIN 4663 must be spoken as "four, six, six, three", not as "forty-six sixty-three" and not as "four thousand six-hundred sixty-three."

To actually use a phrase, like "Call Home" please refer to the Special Feature Phrase Table for a list of phrases. These are the only recognizable phrases.

Surcharges

The most frequent calls you will make with your Ultimate 800 number are those using your pre-assigned PINs (Freedom PIN excluded). There is no per-call surcharge for these calls. However, depending on the type of call you make, one or more of the following surcharges may apply:

Calls made using your Freedom PIN	45¢
Completed calls originating from pay phones	26¢
Operator-assisted calls	55¢
Calls originating from Canada	69¢
Calls originating from international locations	\$1.25

These surcharges are in effect 12/99 and are subject to change.

International Calling

International calling is easy when you assign your personal PINs to ring at international locations. Having PINs assigned to locations outside the United States makes international calling a snap since you don't have to worry about dialing country or city codes. And if you choose, you can use your Freedom PIN to dial unassigned international numbers in most countries. You can even place calls from many countries to any number in the U.S. and most other countries worldwide.

Important note: For your security, international calling using your Freedom PIN is blocked unless you request this feature.⁴ Call Customer Service using the "0000" feature PIN, or dial 1-800-594-5900 to block or allow international calling with your Freedom PIN.

⁴*Calls to and from Canada are not restricted.*

Call Back To The United States With Your Ultimate 800 Number

It's easy to call the U.S. and many other countries from select international locations using your Ultimate 800 number.

From Canada:

Dial direct as shown on your Ultimate 800 card.

From other select countries:

1. Dial the international toll-free access number of the country from which you're calling (see list).
2. At the prompt, enter or speak PIN 4687 (INTR).
3. At the prompt, enter or speak your Ultimate 800 number.
4. When prompted, enter or speak your four-digit Freedom PIN, a pre-assigned PIN or special feature PIN. If using your Freedom PIN, then enter the area code or country code and the number you wish to call.

Note: All international origination calls can be completed through the automated system, but you do have the option of a live operator if needed. Toll-free international numbers change frequently. Please call Customer Service for updates before going overseas. Calls made to international locations with Option USA Global using your Ultimate 800 number have special rates and will vary according to destination. A Customer Service representative will be able to assist you with specific rate information. Rates are subject to change.

Toll-Free International Connection Numbers

Country	Option USA Global Number	Country	Option USA Global Number
Andorra	0800901608	Jamaica	18004553638
	0800901806		18007643266
	0800906208	Japan	00531162113
Australia	1800504065		00531124194
	1800122592	Liechtenstein	0800897155
Austria	0660311675		0800898934
Azores	0800819701	Luxembourg	08006675
	0800812334		08006674
Bahamas	18003060264	Malaysia	1800808144
	18003060259		1800804298
Barbados	18005340164	Marshall Islands	18004249375
	18005342530	Mexico	0018006893430
Belgium	080073341		0018009169356
	080016071	Monaco	0800901608
Bermuda	18004249042		0800901806
Brazil	00081563012852		0800906208
	0008145502816	Netherlands	08000226591
Chile	800530032		08000226527
	12300204020	Netherlands Ant	0018006895760
China	108001208015	New Zealand	0800444750
	108001208020		0800447583
Colombia	980152317	Nicaragua	0018002201096
	980152318	Norway	80012160
Costa Rica	08000120567		80016184
Cyprus	08097730	Panama	0018005070695
	08097731		0018005070696
Denmark	80881119	Philippines	102718001200400
	80017765		102718001200401
Dominican Rep	18007514170	Poland	TBD
	18007516825	Portugal	0800819701
Faeroe Islands	80881119		0800812334
	80017765	St. Kitts/Nevis	18007449133
Fiji Islands	08007015		18007449134
	08007016	St. Vincent	18003264230
Finland	0800115585	San Marino	800873786
	0800111948		800873787
France	0800901608		800874604
	0800901806	Singapore	8001011074
	0800906208		8001201180
Germany	08001815306	South Africa	0800994859
	08001813309		0800997791
Greece	00800106002012894	South Korea	00308140052
	00800123137		00798148000934
Greenland	80881119	Spain	900961470
	80017765	Sweden	020797764
Guam	18006713032	Switzerland	0800897155
	18005073037		0800898934
Hong Kong	800933626	Taiwan	0080126185
	800933151		0080138888
Hungary	0080011555	Thailand	TBD
	0080012076		TBD
Indonesia	008800105028	Trinidad/Tobago	18002012978
	0018000110764		18008376602
Ireland	1800550579	Turkey	008001510364
	1800557494		008001510468
Israel	18009460044	UnitedKingdom	0800962231
	18009462160	Uruguay	0004135980829
Italy	800873786		0004135980830
	800873787	VaticanCity	800873786
	800874604		800873787
			800874604
		Venezuela	80013656

International Country Codes

Place calls to any of these countries from the U.S.
or from any select international originating location
with your Ultimate 800 number.

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

Phrases & PINS

The Special Feature PINs listed below give you quick access to a variety of convenient services. You can use the features by either dialing or speaking the four-digit PIN, or saying the phrase in quotes.

PIN	Special Feature
2663	" Conference Calling "
2778	" Directory Assistance "
3358	" Call Delivery "
4636	" Information Services "
4663	" Call Home "
4687	International Origination No Phrase
6245	" Voice Mail ³ "
7378	" Conference Reservation "
8728	" Travel Connections "
9675	" Call Office "
0000	" Customer Service "

"Call Home" and "Call Office" must be programmed with Customer Service as well as your additional PINs.

³Voice Mail is an optional service of Global Crossing Telecommunications, Inc. that can be accessed with your Ultimate 800 number. Call Customer Service for details.

Additional charges apply to the Special Features noted in orange above.

Directory Assistance*

For easy access to any domestic telephone number with the added benefit of being connected to your party:

1. Dial your Ultimate 800 number. At the prompt, enter or say 2778 (ASST) Special Feature PIN or say " Directory Assistance " .
2. A Call Home America operator will assist you in obtaining any domestic number. The operator can even complete the call if you wish.

**Additional charge per number look up.*

Call Delivery*

Getting messages to your loved ones has never been easier. If the phone is busy or no one answers and you've got to run, simply record a message to be delivered whenever you choose and be on your way.

1. Dial your Ultimate 800 number. At the prompt, enter or speak the 3358 (DELV) Feature PIN or say "Call Delivery."
2. Follow the prompts to record your message and schedule delivery.

Detailed instructions available through Customer Service.

**Additional charges apply.*

Teleconferencing

Scheduling a teleconference is easy:

1. Dial your Ultimate 800 number. At the prompt, enter or speak the 7378 (RESV) feature PIN or say "Conference Reservation."
2. A conference administrator will schedule your teleconference. Be sure to have the names and phone numbers of all the participants handy. Also, give the administrator your Ultimate 800 number to bill the call.

Joining a teleconference is easy too.*

1. Dial your Ultimate 800 number. At the prompt, enter or speak the 2663 (CONF) Feature PIN or say "Conference Calling."
2. A conference administrator will confirm your scheduled teleconference and introduce you as you join the teleconference. Give the administrator your Ultimate 800 number to bill the call.

**Additional charges apply.*

Information Services⁵

For connections to helpful information programs:

1. Dial your Ultimate 800 number. At the prompt, enter or speak the 4636 (INFO) Feature PIN or say "Information Services."
2. When prompted, enter one of the following numbers:
 - 1 News
 - 2 Weather
 - 3 Sports
 - 4 Financial News and stock quotes
 - 5 Fun Features

All information features have additional options. Call Customer Service at 1-800-594-5900 for additional information or simply follow the user-friendly prompts.

⁵Information services and stock market quotes are provided by third parties not affiliated with Global Crossing Telecommunications, Inc. Global Crossing Telecommunications, Inc. disclaims any liability with respect to such third party information services. Additional charge applies to Information Services calls.

Travel Connections*

You can use Ultimate 800 for convenient connections to the reservation lines of most major airlines, hotels and car rental companies:

1. Dial your Ultimate 800 number. At the prompt, enter or speak the 8728 (TRAV) Feature PIN or say "Travel Connections."
2. When prompted, enter one of the following numbers:
 - 1 Airlines
 - 2 Hotels
 - 3 Car Rentals
3. At the prompt, enter a 2-digit code listed below.

Airlines

American	10	Southwest	16
Continental	11	TWA	17
Delta	12	United	18
Northwest	14	U.S. Airways	19

Hotels

Days Inn	30	Marriott	35
Embassy Suites	31	Quality Inn	36
Hilton	32	Radisson	37
Holiday Inn	33	Ramada	38
Hyatt	34	Sheraton	39

Car Rentals

Alamo	50	Enterprise	54
Avis	51	Hertz	55
Budget	52	National	56
Dollar	53	Thrifty	57

**Additional charge applies for Travel Connection calls.*

Important Note

Protect your Call Home America Ultimate 800 numbers as you would your charge card numbers. You are responsible for calls made with your Ultimate 800 number and PINs.

If your card is ever lost or stolen, please call Customer Service immediately at **1-800-594-5900**. A new Ultimate 800 number will promptly be issued to help protect against unauthorized use of your Ultimate 800 number.

About Call Home America

Call Home America service emerged in 1989 as the first residential 1-800 service and for the past decade has been a leading product in the telecommunications industry.

Call Home America has satisfied hundreds of thousands of customers by providing convenient service and quality communication at affordable prices. As a service provided by one of the largest telecommunications companies in the country, Global Crossing Telecommunications, Inc., Call Home America is committed to serving its customers' needs into the next millennium.

Ultimate 800 PIN Directory

Use this PIN directory to keep track of your Ultimate 800 number, PINs and the locations where they ring. Remember, you can redirect your PINs or add new locations at any time by calling **Customer Service at 1-800-594-5900**.

1-8 _ _ - _ _ _ - _ _ _ _

To place a call, dial the toll-free number above and when prompted enter one of the following PINs for a specific location:

To Call:

Enter PIN:

Home	4663
Freedom PIN	

Ultimate 800 Quick Reference

<u>FEATURE</u>	<u>PIN</u>	<u>FEATURE</u>
2663	(CONF)	Join a scheduled teleconference
7378	(RESV)	Schedule a teleconference
6245	(MAIL)	Voice Mail Plus (<i>optional service</i>)
4687	(INTR)	International Origination
4636	(INFO)	Information Services
8728	(TRAV)	Travel Connections
2778	(ASST)	Directory Assistance
3358	(DELV)	Call Delivery
4663	(HOME)	"Call Home"
9675	(WORK)	"Call Office"
0000		Customer Service



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