

# Matrix Xtend Calling Card Guide

## Dialing Instructions

**For calls within the U.S., Canada, Guam, Puerto Rico, Saipan and the U.S. Virgin Islands:**

1. Dial the Access Number on the front of your card. Wait for the prompt.
2. Dial the Area Code + Number . Wait for the prompt.
3. Enter your Customer Number from the front of your card.

**For International Calls from the U.S.:**

1. Dial the Access Number on the front of your card. Wait for the prompt.
2. Dial 011 + Country Code + City Code + Number. Wait for the prompt.
3. Enter your Customer Number from the front of your card.

**To make calls from other countries:**

1. Your card has been assigned a new international security code that will enable it to be used for international dialing. Your new international security code is the last four digits of your Access Number. For assistance, please call Customer Service at 1-888-411-0111.
2. Dial the international toll-free Access Number of the country from which you are calling (see list below). Wait for the prompt.
3. Enter your new international security code; last four digits of your Access Number from the front of your card. Wait for the prompt.
4. Enter your Customer Number from the front of your card. Wait for the prompt.
5. Dial the Area Code or Country Code + Number you wish to call.

### Speed Dial Set Up:

To set up or change speed dial numbers, select the Speed Dial feature through the Special Features menu and follow the prompts.

**To Speed Dial a call:**

1. Dial the Access Number from the front of your card. Wait for the prompt.
2. Press \* for the Special Features menu. Wait for the prompt.
3. Enter your Customer Number from the front of your card.
4. Select the Speed Dialing feature and follow the prompts.

**Call Shield:**

To protect against fraudulent activity, your card has automatically been assigned a pre-determined spending limit. To change your Call Shield amount, please call Customer Service at 1-888-411-0111.

**Multiple Calls:**

After completing a call, DO NOT HANG UP - Press # for two full seconds to recall the prompt. Dial the next number you wish to call. There's no need to redial your Customer Number.

**Special Features:**

1. Dial the Access Number from the front of your card. Wait for the prompt.
2. Press the \* key. Wait for the prompt.
3. Enter your Customer Number from the front of your card.
4. When you hear the Special Features menu, make your selection.

**Customer Service:**

Dial 1-888-411-0111 if you need assistance or to report your calling card lost or stolen.

## Access Numbers for Calls Outside the U.S.

Originating Country	Primary Access Number	Secondary Access Number
Australia (includes Christmas Island & Tasmania)	1-800-60-4065	1-800-12-2592
Austria	0-800-291-675	0-800-291-674
Azores (same Access Numbers as Portugal)	800-819-701	800-819-295
Bahamas	1-800-308-0264	1-800-308-0259
Balearic Islands (same Access Numbers as Spain)	900-96-1470	900-99-1567
Barbados	1-800-534-0164	1-800-534-0165
Belgium	0-800-73-341	0-800-73-339
Bermuda	1-800-424-9042	1-800-623-0489
Brazil	0-800-891-6751	0-800-891-1123
Canary Islands (same Access Numbers as Spain)	900-96-1470	900-99-1567
Chatham Islands (same Access Numbers as New Zealand)	0-800-444-750	0-800-444-752
Chile	800-530-032	123-002-040-20
China South	10-800-120-0006	10-800-140-0059
China North	10-800-712-0006	10-800-714-0059
Christmas Island (same Access Numbers as Australia)	1-800-60-4065	1-800-12-2592
Colombia	01-800-919-2861	01-800-919-2863
Cueta (city in Morocco) (same Access Numbers as Spain)	900-96-1470	900-99-1567
Cyprus	0-800-7759	800-6040
Denmark (includes Faeroe Islands & Greenland)	808-811-19	808-811-21
Dominican Republic	1-800-751-4170	1-800-751-6860
Faeroe Islands (same Access Numbers as Denmark)	808-811-19	808-811-21
Finland	0-800-115-589	0-800-115-585

France (includes Monaco)	0-800-901-808	0-800-901-808
Germany	0-800-181-5306	0-800-181-3309
Greece	00-800-108-00-201-2894	00-800-123-137
Greenland (same Access Numbers as Denmark)	808-811-19	808-811-21
Hong Kong	800-933-626	800-933-151
Hungary	06-800-115-55	06-800-120-76
Iceland	800-8-151	800-8-152
Indonesia	008-800-105-028	008-800-105-029
Ireland	1-800-550-579	1-800-557-494
Israel	1-800-946-0044	1-800-940-2160
Italy (includes San Marino & Vatican City)	800-873-786	800-873-787
Japan	005-311-621-13	005-311-241-94
Korea (South)	003-081-400-52	007-981-480-009-34
Liechtenstein (same Access Numbers as Switzerland)	0-800-897-155	0-800-898-934
Luxembourg	800-266-75	800-228-35
Madeira (same Access Numbers as Portugal)	800-819-701	800-819-295
Malaysia	1-800-808-144	1-800-804-298
Marshall Islands	1-800-424-9375	
Melilla (city in Morocco) (same Access Numbers as Spain)	900-96-1470	900-99-1567
Mexico	001-800-889-3430	001-800-916-9356
Monaco (same Access Numbers as France)	0-800-901-808	0-800-901-808
Netherlands	0800-022-6591	0800-022-6527
Netherlands Antilles	001-800-689-5760	001-800-274-8796
New Zealand (includes Chatham Islands)	0-800-444-750	0-800-444-752
Nicaragua	001-800-220-1096	001-800-220-0306
Norway (includes Svalbard)	800-121-60	800-121-62
Panama	001-800-507-0695	001-800-507-0696
Poland	00-800-111-4255	00-800-111-2241
Portugal (includes Azores & Madeira)	800-819-701	800-819-295
Russia	810-800-203-710-12	810-800-204-810-12
St. Kitts/Nevis	1-800-744-9133	1-800-744-9134
St. Vincent	1-800-326-4230	1-800-201-7832
San Marino (same Access Numbers as Italy)	800-873-786	800-873-787
Singapore	800-101-1076	800-101-1074
Spain (includes Balearic Is, Canary Is, Cueta & Melilla)	900-96-1470	900-99-1567
Svalbard (same Access Numbers as Norway)	800-121-60	800-121-62
Sweden	02-079-7764	02-002-1-4318
Switzerland (includes Liechtenstein)	0-800-897-155	0-800-898-934
Taiwan	00-801-126-185	00-801-13-8888
Tasmania (same Access Numbers as Australia)	1-800-50-4065	1-800-12-2592
Thailand	001-800-156-201-7835	001-800-120-862-365
Trinidad & Tobago	1-800-201-2978	1-800-837-6602
United Kingdom	08-000-962-231	08-003-280-544
Uruguay	000-413-598-0830	000-401-900-07
Vatican City (same Access Numbers as Italy)	800-873-786	800-873-787
Venezuela	0-800-100-4009	0-800-100-4008

**NOTE:** Direct dial from Canada & offshore including: Guam, Puerto Rico, Saipan, and US Virgin Islands.

For additional country access numbers, contact:

Matrix Business Technologies Customer Service  
(888) 411-0111  
[www.matrixbt.com](http://www.matrixbt.com)