

# SHAWHOME PHONE

## PREPAID CALLING PLAN

- > Makes long-distance calling easy and affordable even when you're away from home.
- > Allows you to pre-pay as much or as little as you want.
- > Is activated instantly.
- > Works from any phone, anywhere in the world.

## 24/7/365 SERVICE

TSX 60

Note additional access numbers here:

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**SHAW**)

### GENERAL INFO

*If you are using a cellular phone, ensure you press the SEND key after your access number only, instead of after your destination number.*

#### The automated system says my PIN is "invalid" or "not allowed."

Ensure you are using a touch-tone phone and are dialing the correct access number.

#### Why does the automated system say that I have a "call in progress"?

Your account may already be in use by someone else on your home phone or using your PIN on another phone. If your account is not already in use, please disconnect and wait five minutes to try your call again. For further assistance, please call 1.877.886.7429.

#### Why does the automated system say my number is "invalid" when I am using my activated line?

This message may occur if your activated line is caller ID blocked. Simply deactivate caller ID or dial using your PIN.

#### Why is my destination phone number invalid?

Ensure you are using a touch-tone phone and the correct dialing pattern (see other side of card for instructions).

To call from a **REGISTERED PHONE NUMBER\*** (no PIN required)

\*This is the main phone number you registered with your account – up to eight numbers can be registered. Please ensure your caller ID is not blocked.

**Step 1:** Dial your access number from any registered phone.  
(see table to the right)

**Step 2:** Listen to your account balance.

**Step 3:** Dial your destination number.

For calls within Canada and USA:  
Dial 1+Area Code+Phone Number

For international calls:  
Dial 011+Country Code+City Code+  
Phone Number

| Dialing From:            | Access Number: |
|--------------------------|----------------|
| Calgary                  | 403.705.2034   |
| Edmonton                 | 1.866.299.0583 |
| Vancouver                | 604.638.8226   |
| Victoria                 | 250.388.1244   |
| Rest of British Columbia | 1.866.299.0626 |
| Winnipeg                 | 1.866.299.0515 |

To call from a **NON-REGISTERED PHONE NUMBER** (PIN required)

**Step 1:** Dial the non-registered access number from any phone.  
(see table below)

**Step 2:** Enter your PIN that you received when setting up your account.

Record your PIN here  
(or dial 1.877.886.7429 to obtain PIN)

**Step 3:** Listen to your account balance.

**Step 4:** Dial your destination number.

For calls within Canada and USA:  
Dial 1+Area Code+Phone Number

For international calls:  
Dial 011+Country Code+City Code  
+Phone Number

## NON-REGISTERED ACCESS NUMBERS – CANADA

| Dialing From: | Access Number: |
|---------------|----------------|
| Barrie        | 705.792.2280   |
| Calgary       | 403.313.3188   |
| Edmonton      | 780.702.3307   |
| Guelph        | 519.341.0328   |
| Halifax       | 902.442.3005   |
| Kingston      | 613.548.6168   |
| London        | 519.963.0140   |
| Montréal      | 514.908.4465   |
| Niagara Falls | 905.358.1220   |
| Ottawa        | 613.688.3382   |

| Dialing From:            | Access Number:   |
|--------------------------|------------------|
| Québec City              | 418.210.2052     |
| Toronto                  | 416.642.8026     |
| Vancouver                | 604.638.0372     |
| Victoria                 | 250.388.7429     |
| Winnipeg                 | 204.977.3582     |
| Rest of British Columbia | 1.866.299.0628** |
| Rest of Ontario          | 1.800.223.5516** |
| Rest of Québec           | 1.877.800.6735** |
| Rest of Canada           | 1.800.362.7164** |
| USA                      | 1.888.628.8917** |

## NON-REGISTERED ACCESS NUMBERS – INTERNATIONAL

| Dialing From:        | Access Number:       |
|----------------------|----------------------|
| Australia            | 0011.800.1002.1002** |
| Israel               | 1.800.949.0171**     |
| Japan                |                      |
| <i>IDC</i>           | 001.800.1002.1002**  |
| <i>Japan Telecom</i> | 0041.800.1002.1002** |
| <i>KDDI</i>          | 0061.800.1002.1002** |
| <i>NTT</i>           | 0034.800.1002.1002** |
| Singapore            | 001.800.1002.1002**  |

| Dialing From:        | Access Number:      |
|----------------------|---------------------|
| South Korea          |                     |
| <i>Da Com</i>        | 002.800.1002.1002** |
| <i>Korea Telecom</i> | 001.800.1002.1002** |
| Thailand             | 001.800.1002.1002** |
| USA                  | 1.888.628.8917**    |

**Dial 00.800.1002.1002\*\* from:**

|         |           |             |             |
|---------|-----------|-------------|-------------|
| Austria | Germany   | Malaysia    | Portugal    |
| Belgium | Hong Kong | Netherlands | Spain       |
| China   | Hungary   | New Zealand | Sweden      |
| Denmark | Ireland   | Norway      | Switzerland |
| France  | Italy     | Philippines | UK          |

\*\*Shaw cannot guarantee access from everywhere in the country. Some public phones may require coins or calling cards to dial access numbers. Some hotels, airports and cellular phone companies may not allow the use of phone cards and may add a surcharge for this service. A surcharge may occur from certain pay phones. Toll charges apply and may vary per country. Visit [SHAW.CA](http://SHAW.CA) for further details.

For additional access numbers, dial **1.877.886.7429**, or visit [SHAW.CA](http://SHAW.CA).