



HI-COMM Global Phonocard

Member Tip Sheet

powered by



1. What is a HI-COMM Global Phonocard?

It is a full-featured communication tool. It combines the phone and web, so you are able to stay in touch using the HI-COMM Phonocard from over 150 countries worldwide. A list of Access Numbers is found on the back of each card.

2. What does “10 FREE Minutes of talk time” mean to me?

Your account comes with 10 FREE MINUTES of talk time on it, so you can make your first phone call home on us!

3. How do I make a call?

- Dial the Access Number for the country you are calling from (ex: In Canada dial 1-866-626-9724)
- Enter your Account Number then press **#**
- Enter your PIN then press **#**
- Press **2**, then enter the country code + area code + phone number you wish to call

4. How to recharge, OR add more calling time to an account?

You can recharge your account 24 hours a day over the phone or on the web.

To recharge over the phone, dial the Access Number for the country you are in (Canada dial 1-866-626-9724), enter your account number and PIN, press **4**, **1** and follow the prompts. Or press **0**, **#** to speak with Customer Service.

To recharge on the web, visit www.hi-comm.ekit.com, and click 'Recharge,' then follow the instructions.

5. How to contact 24 HR, MULTILINGUAL, CUSTOMER SERVICE?

Dial the Access Number for the country you are in and press **0**, then press **#**. All Access Numbers for over 150 countries can be found at www.hi-comm.ekit.com. For Customer Service in Canada dial 1-866-626-9724 and press **0** then **#**.

6. How do I listen to messages?

- Dial the Access Number for the country you are in (ex: In Canada dial 1-866-626-9724)
- Enter your Account Number then press **#**
- Enter your PIN then press **#**
- Press **1** to listen to messages

7. How much does it cost to make a call?

You can check how much it costs to make a call on the website or talk to Customer Service.

Visit www.hi-comm.ekit.com and click “Rates.”

For more info go to
www.hi-comm.ekit.com
or contact
ekit 24/7 Customer Service