Common Complaints of Prepaid Calling Cards by John Peterson

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Today, many people use prepaid phone cards to call family, friends or associates because of the convenience of the card. This device can be used anywhere because you pay in advance and not have to wait no monthly bills.

These prepaid phone devices are popular among tourists, students, and those who frequently call overseas, or those who did not want long distance service. In addition, these cards are readily available in areas such as convenience store, groceries, newsstands, post offices, internet access in the lobby or train and bus terminals.

How to Call Rates Vary

Using these calling cards, foreign call rates can vary considerably, and they vary depending on the country you are calling from, or in such a way that you make the call. These means of communication, but offers courses that are much lower than telephone company standard international rates.

Some cards have different fees for the state or cross-minute long distance. For example, you may need to use more of your cards, if you are calling from Long Island Albany or San Francisco, Berkeley, as you would if calling from Oregon to Vermont.

If you intend to use these cards to call family and friends or relatives abroad, you can choose a card with a low minute rate in the country. When the call cards often offer lower charges for calls to the U.S., but offer higher fees and call rates for calls to foreign destinations. Some companies sell their cards to people who make a lot of individual countries, so their rates to the countries can be much lower.

Finally, the biggest challenge for VoIP to connect to those who are still the traditional PSTN phone lines. For VoIP users have a phone number, and that is why VoIP is not completely free to use unlike e-mail. Link VoIP phone carriers charge, and what is communicated to the client. You can keep your phone number, even after the switch to a VoIP service provider for a small monthly fee.

Common Complaints of Prepaid Calling Cards

As these communication devices swelled in popularity these days, some people brought a lot of complaints from some service providers, and address concerns about a wide range of call cards, which of the following:

- Card suppliers to go out of business, and leave the card useless to consumers;

- Call for prices that are higher than advertised or hidden charges;

Phone cards that charge users, even when no call to go through;

- Poor quality connectors;

- Access numbers and / or PIN, which does not work;

Free hotline or access numbers that are always busy;

- Call cards that expire without the buyer's knowledge.

What to do if the phone card is not working

Consumers who buy calling cards, broken, or malfunctioning, the first thing they should do, try to call the card customer service hotline number. If this fails, they can submit their complaints to the local consumer affairs department or the state Attorney General's office. Consumers also can log a complaint or a company, to review the local Better Business Bureau.

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