

Welcome to United World Telecom

This package contains details about:

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1) Your Account Information

Now your account has been opened you should have been emailed your account details. These details should include:

Your Group Number (or account number)

This begins with a 'G' followed by 7 numbers e.g. [G1234567](#)

Your Group Number identifies every service which you have under your account

Your Callback 'Access' Numbers

If you have requested our callback service then you will have been provided with one or more unique access numbers. The numbers begin with a +1 305 or +1 786 and then 7 more digits.

You will have one different callback access number for every phone you wish to receive the callback to.

Your Virtual Calling Card PIN code

If you have requested our Virtual Calling card then you will be given a 10 Digit PIN code.

Your Account Password

Your PIN number is a 4 or 5 digit NUMERIC password. You will use this when managing your account or when using your Virtual Calling Card service.

2) How to Make Phone Calls:

Using your Virtual Calling Card

1. Please find our latest [Virtual Calling Card Access Numbers here](#)
2. Telephone the access number for the country you are in
3. Enter your 10-digit Virtual Calling Card PIN code
4. Enter the number you wish to dial and press #

Use your International Callback Service

1. Dial your callback access number. Let the phone ring once only and hang up.

The callback access number will be a telephone number in the USA.

If you are not sure how to call this number please [visit this page on our site](#)

2. UWT's computers will recognize that you want to make a call and within 3-8 seconds you will be called back on the phone you registered the service for.
3. Enter the number you wish to dial and press #

How to dial your Destination number

Remember that UWT's services use the American telephone network to route your calls.

To call to the USA with any of UWT's services you should dial:

1 + country code + area code + phone number

To dial to any of the other countries below with any of UWT's services you should dial:
011 + country code + area code + phone number

If you make a mistake when dialing press ### to enter the number again

To dial another number at the end of a call press ### as well

To re-dial press *#

Using Speed-Dials

You may have up to 99 speed-dial numbers on your account. To call them enter the corresponding number e.g. **01** and press #

3) Some Common Problem Faced by New Clients:

UWT is a very reliable company and you should have no problems using your account immediately. The service you have registered for may be new to you and there are a few common problems people might encounter when they begin.

Not connecting to the US callback number

Most often this is because clients have used the incorrect international code to call the number in America [visit this page on our site to find the exact number you should dial.](#)

Not receiving the callback

When you registered with UWT's Callback service you will have told UWT which phone you wish to be called back on. If this phone is different to the one that you are triggering the callback from then it will call back elsewhere.

When you call the trigger number, make sure you hang-up the phone after one ring, if you let the phone ring more than once then the callback may cancel out.

Cannot connect to the destination number

Please remember that you need to use a '1' or '011' before your number to connect correctly.

4) How to Report Technical Problems:

As with any service reliant on telecommunications and computers there is a small chance that you may find a problem with the service.

Problems caused by having no credit on your account are billing related. Technical problems consist of:

[Not being able to receive a callback](#)

[Not being able to connect to a destination number despite confirming the number is correct](#)

[Poor telephone quality which makes a call uncomfortable or frustrating](#)

[Receiving callbacks even when it was not triggered.](#)

United World Telecom works by making connections between many different telecom companies. If there is a problem then UWT must contact another company with specific details. To do this it is essential to complete a 'trouble ticket' online which gives UWT enough information to work with. Please do not email UWT directly with technical problems. You will be able to follow the progress of solving the problem through the trouble-ticket system.

Please do help us to improve our service. If things are not 100% then we need to know so that we can act on it. Problems do not go away on their own and we are always grateful for your feedback.

In the rare event that you do have a problem please complete a [trouble-ticket](#) here:
<http://www.uwtservices.com/TrblTicketAccess.asp>



5) How to Contact UWT:

You can find our contact information on the [contact us](#) page of our website. Please use the form on this page to email us because it is designed to immediately contact the correct member of staff. If you were not to use this then you may waste your time waiting for the email to be forwarded on to other people.

Or contact us offline:

United World Telecom
1845 S Federal Highway #354
Delray Beach FL 33483 USA
Tel: +1 561-276-7156 ext. 301
Fax: +1 561-243-2634

UWT operates between 8am - 9pm Eastern Time.

6) How to Manage your Account Online:

To access the online account management section please click here:
<http://www.uwtservices.com/CustomIn.asp>

You need to enter your Group Number and your Password here.

You will notice that all the account management sections of the site are secure. Notice the URL is HTTPS and that your internet browser will show a closed padlock on the bottom of the screen. This ensures that anything you see or submit is kept strictly private.

You should now see the 'Account management screen'

Account Management

All the options you see apply to every one of your accounts therefore if you change a speed-dial it will affect every calling service you are using. Most clients like to be able to set speed dials exactly the same for all their calling card accounts or callback services but the option is there to modify each service individually.

If you wish to modify individual accounts then select the 'choose a service' menu at the bottom and click on submit.

You have the following options available:

- Change or edit speed-dial numbers
- View remaining funds for your access numbers (if you have a pre-paid account only)
- View the status of your account – this will tell you if any of your accounts have been suspended for non-usage. Accounts get suspended if they are not used for 120 days. If this happens you can reactivate your accounts again on this page or you can close them. Usually any reactivated accounts require a \$1 fee if the monthly usage is less than \$5.
- Change your email address
- Open a Trouble Ticket to report a technical problem

By selecting an individual account you will also have access to these features:

- View the most recent calls made
- Add / Remove the minute prompt – telling you how many minutes you can make calls for (prepaid accounts only)
- Change Language Prompts
- Trigger a callback from the internet
- View call rates

My Invoice

You should notice at the top of the 'Account management page' that there is a link on the top right to 'My Invoice'. This details the calls you have already made.

Here you have a number of links where you can check your call records.
Records are available for up to 6 months and they are updated within 3 minutes of you making your calls.

You can also securely update your credit card information here

7) How to Manage your Account by Telephone:

You are always welcome to telephone UWT directly however it is most practical to use our Automated Telephone Service which operates 24-hours a day and updates your account immediately.

Use our Automated Telephone service to do the following:

Manage your Account by phone via Callback

If you have a callback account then you can edit your account details when you receive the call back.
When you receive your callback enter 23#
Enter your password and press #

Manage your Account by phone by calling a USA number

Dial +1 305 406 0899 (you will be charged for this US call) – you can always call it with your UWT account though to save money.
Enter your password and press #

You will hear a menu with a list of available options. The message will say

Press 3 to change your callback or follow-me number
Press 4 to change your speed-dial numbers
Press 5 to record a personal message – this is important if you wish to receive a callback via an operator
Press 6 to delete your personal message

Follow these prompts to make any changes and hang up when finished. Most of the options require that you press a button to confirm the change – take note of that before hanging up.

8) How to Use UWT from Hotels, via Switchboards and Operators

Hotels are notorious for over-charging for their phone costs and they are naturally reluctant to help you cut your phone costs.

If your hotel is nice enough to grant you free access to toll-free numbers then you might enjoy the virtual calling card service. It is rare for hotels to be so accommodating though.

Most clients prefer to use Callback. If you can trigger the callback then you will need to program the service to call back to your hotel room.

If you have an automatic switchboard you need to program your callback number or follow-me number with an extension

You would do this online using our Online Account management pages by entering the extension number in the box where you can change your callback number. You could also do it via the Telephone Account Management when instructed to enter an extension number after changing your callback number.

Some hotels or offices have human-operated switchboards. To use callback with this you will need to record a message saying something similar to *"Please connect me to extension 100"*. To do this you need to record a personal message via the Telephone Account Management service.

9) Other Ways to Trigger your Callback

Sometimes triggering a callback via the telephone is impractical, or possibly your phone is not capable of making international calls at all. A few options are available

Trigger your callback Online

Visit this link: www.uwt4me.com/ to trigger your callback online

Trigger your callback by SMS

SMS's are text-only messages which can be sent from cellphones or palmtop computers
Send the last 7 digits of your callback access number by SMS to **+447736592284**

If you wish to be called back and automatically connected to your destination enter a # and the destination number after the access number in the same message.

Trigger your callback from a different phone

You don't have to trigger your callback from the same phone you wish to call from. Perhaps use your cellphone to trigger a callback to a land-line which might be blocked from making international calls.

10) Glossary of Terms

I do my best to keep technical wording away from my clients however you may hear some of these terms if you are contacted by a UWT member of staff.

Call Me 800	UWT's Follow-Me Service
Call Me Toll-Free	UWT's Follow-Me Service
CallMyUS Service	UWT's Follow-Me Service
DID	This is a technical term for your callback account number.
IVR Service	This is the name for UWT's Telephone Management Service