

Trouble Shooting Long Distance Issues

- If you are experiencing trouble in making a long-distance telephone call, you may be asked several questions from your ComSpan Customer Support team. You may be asked for specific call examples, including the date, time of call including the number you called from and the number you dialed. You may be asked what recording or sound you received when you attempted the call. (I.e. recording, fast busy, etc.).
- **Note:** You may be asked to confirm your long-distance carrier. To validate your carrier you may dial **1-700-555-4141** from the phone line from which you are experiencing the long-distance trouble . You may also be asked to test your local long-distance carrier by calling 1 (area code) 555-4141.
- The more information you can provide your ComSpan Representative allows our team to quickly identify and correct any long-distance trouble.