

# Tarjetas de Teléfono Prepagadas

California  
Public  
Utilities  
Commission



# What Are Prepaid Phone Cards

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- Prepaid phone cards are commonly used to make long distance or international telephone calls
- Their costs vary, the amount of talk time they provide varies, and even their rates vary
- Prepaid cards can save you money; but you must shop wisely to be certain you buy a useful card



# How do Pre-Paid Phone Cards Work?

- Printed on the card, or its package, is a toll free phone number you can call
- Once connected, you enter the Personal Identification Number (PIN) printed on the back of the phone card, and the phone number you want to call
- As you talk to the person you called, the minutes or usage charges are deducted from the card



# What Should I Consider when Purchasing a Card?

- To help you decide, ask your friends and family which cards they prefer
- Some cards deduct many fees, leaving you with less call time than you thought you were getting, so you must be careful when selecting card



## What Should I Look For?

The card or package should provide

1. The name of the company and a toll-free-customer service number
2. A “use by” date. Make sure you are not buying an expired card
3. An explanation for what you will be charged and the terms and conditions for using the card

What Can I Do If The  
Car Does Not Work As  
Promised?

Keep the card. It may contain information that the company of the California Public Utilities Commission needs to help you get a refund. Steps you can take:

1. Call the Customer Service number
2. Take the phone card to the place you purchased and ask for a refund
3. If you still have a problem, file a complaint with the California Public Utilities Commission's Affairs Branch

# Important Things To Keep In Mind Before Purchase

Don't buy	Don't buy a card without its packaging
Make Sure	Make sure the PIN is not visible before you buy the card
Spend	Spend only a small amount on the card and see if you like the service
Ask	Ask if the store will refund the card if the telephone service is unsatisfactory



Para cualquier desacuerdo que no se haya resuelto con su compañía de teléfono, usted podría presentar una queja. Ingrese por internet a

[www.calphoneinfo.com](http://www.calphoneinfo.com)

o llame en línea telefónica gratuita de CPUC al

1(800) 649-7570



Questions?



**Para cualquier consulta, Contáctese con su  
organización TEAM local para asistencia:**

**(714)481-9600**

**Gracias!**

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