

PMI CUSTOMER CARE CENTRE TOLL FREE NUMBER FREQUENTLY ASKED QUESTIONS

BACKGROUND

PMI is making an important change to some of its customer care phone numbers to better serve our customers. Customers in North America and most of Europe will now be able to reach PMI's Customer Care using toll-free telephone numbers. E-mail addresses for customer care at PMI Global Operations Center and for the EMEA Customer Care Centre will not change and should still be used for primary contact.

We are excited about this change because we know it will allow us to better manage our calls to ensure ongoing superior customer service. As we implement these changes, we anticipate "business as usual" operations without any disruption in service. The features available and the options callers hear when they reach PMI Customer Care will not change.

FREQUENTLY ASKED QUESTIONS

Why is PMI toll-free access limited to North America and Europe?

PMI identified North America and Europe for implementation of the toll-free telephone access because there were common standards for compliance to a single toll-free number. The decision was made to provide regional toll-free access to groups of countries that participate in the International Telecommunication Union. Those countries include most of the members of the European Union, the United States, and Canada. In two cases, Mexico and Greece, the decision was made to provide toll free telephone numbers specifically for those countries so that all of North America and the European Union countries would have coverage.

There are, however, some countries in Europe where PMI will not offer toll free service at this time. Those countries include: Albania, Andorra, Belarus, Bosnia and Herzegovina, Croatia, Liechtenstein, Macedonia, Moldova, Monaco, Romania, Serbia and Montenegro, and Ukraine. Callers from those countries can reach the EMEA Customer Care Centre using email or the toll number, as follows:

Email: customercare.emea@pmi.org
Telephone: +31 320 239 539

PMI also reviewed whether and how other similar, global associations provide toll free telephone access to their customer contact centres. Most associations provide toll free access only within North America.

Where are toll free calls being answered?

Toll free telephone calls placed from Canada, Mexico and the United States will be answered by the PMI Global Operations Center in Newtown Square, Pennsylvania, USA. Callers will receive the PMI telephone menu options for routing their calls to ensure quick and accurate service.

Toll free telephone calls placed from the European Union countries will be answered by the PMI EMEA Customer Care Centre in Lelystad, Netherlands. Callers will receive the PMI telephone menu options for routing their calls to ensure quick and accurate service. Callers to the EMEA Customer Care Centre will also have the option to choose customer support in these languages: Arabic, Dutch, English, French, German, Italian and Spanish.

Please note that the toll free service is provided for inquiries to PMI's Customer Care Centre only. Callers who need to speak with a specific PMI staff member or program area should use the staff member's direct dial number or the general toll number for the appropriate PMI office location.

How do I know which toll free number to use?

A chart at the end of this document identifies the toll free number that you should dial from your country as well as specific details you need to know about toll free service access within your country.

Will the toll free number work from any telephone?

Toll free access is determined by specific country regulations and by individual telephone service providers. Therefore, callers in each country may have different levels of service. For example, callers using mobile telephones or dialing from public telephone booths may not be able to use toll free numbers. Callers should also note that the telephone systems at their places of employment may block outbound toll free calls. In this document, we have tried to identify countries where access may be limited. However, this list may not address all access issues.

What should I do if I receive an error message when I dial the toll free number?

Callers experiencing problems using the toll free number can email their customer care question and report the toll free access issue to PMI for response. Callers can also call the PMI Global Operations Center or EMEA Customer Care Centre using the toll numbers for those Centres, which are:

PMI Global Operations Center:	+1-610-356-4600	customercare@pmi.org
PMI EMEA Customer Care Centre:	+31 320 239 539	customercare.emea@pmi.org

Callers can then receive support for the matter they are calling about as well as report the toll free access issue. It would be helpful if callers could provide as much of the detailed information below as possible:

- What number are you dialing to?
- Which country and telephone number are you dialing from?
- What is the service provider for the line you are calling from, if known?
- At what time of day did the error start to occur?
- If there are any messages, what is the message and in what language if known?

TOLL FREE NUMBERS

CALLS FROM EUROPE		
COUNTRY	TOLL FREE NUMBER	NOTES
Andorra	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Austria	00-800-7464-8490	
Belarus	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Belgium	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Bosnia and Herzegovina	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Bulgaria	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Croatia	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Cyprus	00-800-4414-3100	
Czech Republic	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Denmark	00-800-7464-8490	
England (See U.K.)	00-800-7464-8490	
Estonia	800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Finland	00-800-7464-8490	
France	00-800-7464-8490	
Germany	00-800-7464-8490	
Greece	00-800-4414-3100	
Hungary	00-800-7464-8490	
Iceland	00-800-7464-8490	
Ireland	00-800-7464-8490	
Italy	00-800-7464-8490	
Latvia	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked

Liechtenstein	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Lithuania	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Luxembourg	00-800-7464-8490	
Macedonia	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Malta	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Moldova	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Monaco	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Netherlands	00-800-7464-8490	
Norway	00-800-7464-8490	
Poland	00-800-7464-8490	
Portugal	00-800-7464-8490	
Romania	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Russia	07-810-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Serbia and Montenegro	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
Slovak Republic	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Slovenia	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Spain	00-800-7464-8490	
Sweden	00-800-7464-8490	<ul style="list-style-type: none"> • Toll free service from mobile phones is blocked
Switzerland	00-800-7464-8490	
Ukraine	+31 320 239 539 (toll number)	<ul style="list-style-type: none"> • Toll free service is not available
United Kingdom (UK)	00-800-7464-8490	
Vatican City	00-800-7464-8490	

CALLS FROM NORTH AMERICA

COUNTRY	TOLL FREE NUMBER	NOTES
Canada	1-855-746-4849	
Mexico	1-800-563-0665	
United States	1-855-746-4849	