

AT&T USA Direct Calling Instructions for Locations Outside of North America

(for countries that do not use a direct dial toll-free)

International Calling Instructions for employees - Worldwide Toll-Free Number:

Company must communicate calling instructions, worldwide phone number and access codes to their employees (see pages 2 & 4) in every country outside of North America. Provide employees outside of North America the following calling instructions:

1. Make sure you have an outside line.
2. Enter the Access Code for the country and/or telephone system you are calling from. You will then hear a 'bong'.
3. An English-language voice prompt will ask for the number you are calling.
4. Enter our toll-free number: 1-800-441-1111. There is no need to dial "1" before the toll-free number.
5. You are now connected to the hotline.
6. A Lighthouse greeting will be played in multiple languages. Make a choice from the pre-recorded language prompts* or press 000 and tell the English operator the language you speak (preferably in English). An interpreter will then join the call in 2 & 3 minutes. The Lighthouse operator will interview you, aided by the interpreter.
7. A report in English is then sent to the designated recipient(s) of your company.
8. Access codes are subject to change.

*The following automated in-language greetings are provided to the caller:

English	press 1	Hungarian	press 01	Finnish	press 001
Spanish	press 2	Polish	press 02	Russian	press 002
French	press 3	Dutch	press 03	Hindi	press 003
Mandarin	press 4, wait for greeting, then press 1	Czech	press 04	Hebrew	press 004
Cantonese	press 4, wait for greeting, then press 2	Taiwanese	press 05	Tamil	press 005
German	press 5	Korean	press 06	Other	press 000
Italian	press 6	Tagalog	press 07		
Portuguese	press 7	Vietnamese	press 08		
Japanese	press 8	Indonesian	press 09		
Arabic	press 9				

IMPORTANT If your caller speaks a language other than those listed above, they are to select 000 and provide the operator their spoken language (preferably in English). An interpreter will then join the call to facilitate a three-party conversation.

International Calling Instructions for program administrator:

Country Access Codes - Country specific access codes are listed on the following 3 pages. You must provide the country access codes to your employees for every country where you have interests (see step 2 above). When there are multiple access codes, the employee will select the appropriate code. This code connects the caller to AT&T international toll-free calling. To review restrictions by country click on [THIS](#) link.

Submitted Reports - Reports submitted from countries outside North America using the international toll-free number will be submitted to your designated recipients in English. The interpreter on the call will communicate in the language of the employee.

Web Reporting - We encourage you to allow your foreign employees to submit reports using your customized web reporting page. Web forms are available in over 36 languages and web submission will provide your employees with a superior user experience.

**Lighthouse hotline toll-free calling instructions for employees:**

1. Make sure you have an outside line.
2. Enter the Access Code for the country and/or the telephone system you are calling from.
3. An English-language voice prompt will ask for the number you are calling.
4. Enter our toll-free number: xxx-xxx-xxxx. There is no need to dial '1' before the toll-free number. You are now connected to the hotline.
5. A Lighthouse greeting will be played in multiple languages. Make a choice from the prompts or press 0 and tell the English operator the language you speak (preferably in English). An interpreter will then join the call in 2 – 3 minutes. The Lighthouse operator will interview you aided by the interpreter.
6. A report in English is then sent to the designated recipient(s) of your company.
7. Access codes are subject to change.

Access Codes

For employees outside North America only.

Albania 00-800-0010	Bulgaria 00-800-0010	Egypt	Showing Countries Starting with Al-Ho Legends: U.S. - United States MB - Military Bases # - Pound Key SS - Service Suspended Note: ^ indicates that you should wait for a second dial tone before dialing the next number. Calls using these access codes are in English, except where another language is specified.
American Samoa 1-800-225-5288	Cambodia 1-800-881-001	Cairo 2510-0200	
Angola 808-000-011	Canada Direct Toll-Free Available	Outside Cairo 02-2510-0200	
Anguilla 1-800-225-5288	Cayman Islands 1-800-225-5288	El Salvador 800-1785	
Antigua		Estonia 800-12001	
#1	Chile		
Select Hotels 1-800-225-5288	Telmex 800-225-288	Finland 0-800-11-0015	
Argentina	ENTEL 800-360-311	France	
Telecom 0-800-555-4288	ENTEL (Spanish) 800-360-312	Hotels 1 0-800-99-1011	
Telefonica 0-800-222-1288	Telefonica 800-800-288	Hotels 2 0-800-99-1111	
ALA (Spanish) 0-800-288-5288	Telmex 171-00-311	Hotels 3 0-800-99-1211	
	Telmex (Spanish) 171-00-312	Hotels-Paris Only 0-800-99-0111	
Australia	Easter Island 800-800-311	France Telecom 0-800-99-0011	
Telstra 1-800-881-011	Easter Island (Spanish) 800-800-312	Telecom Development 0-805-701-288	
Optus 1-800-551-155	China	French Antilles	
Austria 800-200-288	South, Shanghai - CT 10-811	Guadeloupe 0-800-99-0011	
Bahamas 1-800-872-2881	North, Beijing CNCG 108-888	Martinique 0-800-99-0011	
Bahrain	China Telecom (Mandarin) 108-10	St. Barthelemy 0-800-99-0011	
800-00-001	North, Beijing CNCG (Mardarin) 108-710	St. Martin 0-800-99-0011	
U.S. MB onboard cell phones 800-000-05	Colombia	French Guiana 0-800-99-0011	
U.S. MB call centers 800-000-00	01-800-911-0010	Germany 0-800-225-5288	
Bangladesh 157-0011	{Spanish} 01-800-911-0011	Ghana 020-2424-26-004	
Barbados 1-800-225-5288	Costa Rica 0-800-011-4114	Gibraltar 8800	
Belarus 8^800-101	Croatia 0800-220-111	Greece 00-800-1311	
Belgium 0-800-100-10	Cyprus 800-900-10	Grenada 1-800-225-5288	
Belize	Czech Republic	Guam 1-800-225-5288	
811	00-800-222-55288	Guantanamo Bay	
Hotels Only 555	Denmark 800-100-10	U.S. Military Bases 2935	
Benin 102	Diego Garcia 999-288	Guatemala	
Bermuda 1-800-225-5288	Dominican Republic	English 999-9190	
Bolivia	1-800-225-5288	Spanish 999-9190	
800-101-110	1-800-872-2881		
{Spanish} 800-101-111	{Spanish} 1-888-225-5288	Guyana 159	
Brazil	Dominica 1-800-225-5288		
0-800-890-0288	Ecuador	Honduras English 800-0123	
0-800-888-8288	1-800-225-528	{Spanish} 800-0123	
British V.I. 1-800-872-2881	{Spanish} 1-999-119		
Brunei 800-1111			



Access Codes

For employees outside North America only.

Hong Kong		Peru	
<i>Hong Kong Telephone 800-96-1111</i>		<i>Telephonica 0-800-50-288</i>	
<i>New World Telephone 800-93-2266</i>		<i>Americatel 0-800-70-088</i>	
Hungary 06-800-011-11	Luxembourg 800-201-11	<i>Telephonica (Spanish) 0-800-50-000</i>	
Iceland 00-800-222-552-88	Macau 0-800-111	Philippines	
India 000-117	Macedonia, F.Y.R 0-800-94288	<i>PLDT 1010-5511-00</i>	
Indonesia 001-801-10	Malaysia 1-800-80-0011	<i>PLDT (Tagalog) 1010-5511-10</i>	
Ireland	Malta 800-901-10	<i>2nd Option 105-11</i>	
<i>1-800-550-000</i>	Mauritius 01 120	<i>Globe 105-11</i>	
<i>UIFN 00-800-222-55288</i>	Mexico <i>Direct Toll-Free Available</i>	<i>Globe (Tagalog) 105-12</i>	
Israel		<i>Philcom 105-11</i>	
<i>Bezeq 1-80-949-4949</i>		<i>Philcom (Tagalog) 105-12</i>	
<i>Golden Lines 1-80-922-2222</i>		<i>Digitel 105-11</i>	
<i>Barak 1-80-933-3333</i>		<i>Digitel (Tagalog) 105-12</i>	
Italy 800-172-444	Micronesia 288	<i>Smart 105-11</i>	
	Monaco 800-90-288	<i>Smart (Tagalog) 105-12</i>	
Ivory Coast 00-111-11	Montserrat 1-800-225-5288	<i>Bayan 105-11</i>	
	Morocco 002-11-0011	Poland 0-0-800-111-1111	
Jamaica		Portugal 800-800-128	
<i>1-800-872-2881</i>	Neth/Antilles	Reunion Island 0-800-99-0011	
<i>Public Phone #1</i>	<i>001-800-872-2881</i>	Romania	
	Netherlands 0800-022-9111	<i>Romtelecom 0808-03-4288</i>	
Japan	New Zealand 000-911	Russia	
<i>KDDI 00-539-111</i>	Nicaragua	<i>8[^]10-800-110-1011</i>	
<i>Softbank Telecom 00-663-5111</i>	<i>1-800-0174</i>	<i>Moscow 363-2400</i>	
<i>NTT 0034-811-001</i>	<i>{Spanish} 1-800-0164</i>	<i>Outside Moscow 8[^]495-363-2400</i>	
Jordan 1-880-0000	Nigeria 0-708-060-1816	<i>St. Petersburg 363-2400</i>	
Kazakhstan 8 [^] 800-121-4321	Norway	<i>Outside St. Petersburg 8[^]812-363-2400</i>	
Kenya 0-207-602-020	<i>800-190-11</i>	Saipan 1-800-225-5288	
Korea, Republic	<i>U.S. Military Bases 800-199-11</i>	San Marino 800-172-444	
<i>Korea Telecom 00-729-11</i>	Pakistan 00-800-01-001	Saudi Arabia 1-800-10	
<i>U.S. MB Korea Telecom 550-HOME</i>		Senegal	
<i>ONSE 00-369-11</i>	Panama	<i>800-103-072</i>	
<i>Dacom 00-309-11</i>	<i>800-0109</i>	Singapore	
<i>U.S. MB Dacom 550-2USA</i>	<i>{Spanish} 800-2288</i>	<i>SingTel 800-011-1111</i>	
Latvia 8000-2288	Paraguay	<i>StarHub 800-001-0001</i>	
Lebanon 01-426-801	<i>Asuncion City 008-11-800</i>	Slovakia 0-800-000-101	
		South Africa 800-99-0123	

Showing Countries Starting with Ho-So

Legends:

- U.S. - United States
- MB - Military Bases
- # - Pound Key
- SS - Service Suspended

Note:

[^] indicates that you should wait for a second dial tone before dialing the next number.

Calls using these access codes are in English, except where another language is specified.



Access Codes

For employees outside North America only.

Spain	900-99-0011	Ukraine	0-800-502-886
Sri Lanka		United Kingdom	
	Colombo 2-430-430		British Telecom 0-800-89-0011
	Outside Colombo 112-430-430		C&W 0-500-89-0011
St. Kitts/Nevis	1-800-225-5288		
St. Lucia	1-800-225-5288	United States	
St. Pierre & Miquelon			Direct Toll-Free Available
	0-800-99-0011		
St. Vincent	1-800-225-5288		
Suriname	156		
Sweden	020-799-111		
Switzerland	0-800-890011		
Taiwan	00-801-102-880		
Thailand	1-800-0001-33		
	001-999-111-11		
Trinidad & Tobago	1-800-872-2881	Uruguay	000-410
		Uzbekistan	
			Tashkent 8^641-744-0010
Turkey	0-811-288-0001	Venezuela	
Turks & Caicos	1-800-225-5288		0-800-225-5288
U.A.E.	8000-021		{Spanish} 0-800-552-6288
	du 8000-555-66	Vietnam	
	Military-USO & cellular 8000-051		VNPT 1-201-0288
	Military-USO & cellular 8000-061		Viettel 1-288-0288

Showing Countries Starting with **Sp-Zi**

Legends:

- U.S. - United States
- MB - Military Bases
- # - Pound Key
- SS - Service Suspended

Note:

^ indicates that you should wait for a second dial tone before dialing the next number.

Calls using these access codes are in English, except where another language is specified.