

## **AT&T Direct Calling Instructions for Locations Outside of the United States and Canada** (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 the United States and Canada. Employees outside of the United States and Canada, please use 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: 844-855-5288. 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.



### 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: 844-855-5288. 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 of the United States and Canada.

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



# Access Codes

For employees outside of the United States and Canada.

|                                        |                   |
|----------------------------------------|-------------------|
| <b>Hong Kong</b>                       |                   |
| <i>Hong Kong Telephone 800-96-1111</i> |                   |
| <i>New World Telephone 800-93-2266</i> |                   |
| <b>Hungary</b>                         | 06-800-011-11     |
| <b>Iceland</b>                         | 00-800-222-552-88 |
| <b>India</b>                           | 000-117           |
| <b>Indonesia</b>                       | 001-801-10        |
| <b>Ireland</b>                         |                   |
| 1-800-550-000                          |                   |
| UIFN 00-800-222-55288                  |                   |
| <b>Israel</b>                          |                   |
| <i>Bezeq 1-80-949-4949</i>             |                   |
| <i>Golden Lines 1-80-922-2222</i>      |                   |
| <i>Barak 1-80-933-3333</i>             |                   |
| <b>Italy</b>                           | 800-172-444       |
| <b>Ivory Coast</b>                     |                   |
| 00-111-11                              |                   |
| <b>Jamaica</b>                         |                   |
| 1-800-872-2881                         |                   |
| Public Phone #1                        |                   |
| <b>Japan</b>                           |                   |
| KDDI 00-539-111                        |                   |
| Softbank Telecom 00-663-5111           |                   |
| NTT 0034-811-001                       |                   |
| <b>Jordan</b>                          | 1-880-0000        |
| <b>Kazakhstan</b>                      | 8^800-121-4321    |
| <b>Kenya</b>                           | 0-207-602-020     |
| <b>Korea, Republic</b>                 |                   |
| Korea Telecom 00-729-11                |                   |
| U.S. MB Korea Telecom 550-HOME         |                   |
| ONSE 00-369-11                         |                   |
| Dacom 00-309-11                        |                   |
| U.S. MB Dacom 550-2USA                 |                   |
| <b>Latvia</b>                          | 8000-2288         |
| <b>Lebanon</b>                         | 01-426-801        |

|                                      |                |
|--------------------------------------|----------------|
| <b>Luxembourg</b>                    |                |
| 800-201-11                           |                |
| <b>Macau</b>                         | 0-800-111      |
| <b>Macedonia, F.Y.R.</b>             | 0-800-94288    |
| <b>Malaysia</b>                      | 1-800-80-0011  |
| <b>Malta</b>                         | 800-901-10     |
| <b>Mauritius</b>                     |                |
| 01 120                               |                |
| <b>Mexico</b>                        |                |
| Por Cobrar {Spanish} 01-800-112-2020 |                |
| {Spanish} 001-800-658-5454           |                |
| <b>Micronesia</b>                    | 288            |
| <b>Monaco</b>                        | 800-90-288     |
| <b>Montserrat</b>                    | 1-800-225-5288 |
| <b>Morocco</b>                       | 002-11-0011    |
| <b>Neth/Antilles</b>                 |                |
| 001-800-872-2881                     |                |
| <b>Netherlands</b>                   | 0800-022-9111  |
| <b>New Zealand</b>                   | 000-911        |
| <b>Nicaragua</b>                     | 1-800-0174     |
| {Spanish} 1-800-0164                 |                |
| <b>Nigeria</b>                       | 0-708-060-1816 |
| <b>Norway</b>                        |                |
| 800-190-11                           |                |
| U.S. Military Bases 800-199-11       |                |
| <b>Pakistan</b>                      | 00-800-01-001  |
| <b>Panama</b>                        |                |
| 800-0109                             |                |
| {Spanish} 800-2288                   |                |
| <b>Paraguay</b>                      |                |
| Asuncion City 008-11-800             |                |

|                                       |                  |
|---------------------------------------|------------------|
| <b>Peru</b>                           |                  |
| Telephonica 0-800-50-288              |                  |
| Americatel 0-800-70-088               |                  |
| Telephonica {Spanish} 0-800-50-000    |                  |
| <b>Philippines</b>                    |                  |
| PLDT 1010-5511-00                     |                  |
| PLDT {Tagalog} 1010-5511-10           |                  |
| 2nd Option 105-11                     |                  |
| Globe 105-11                          |                  |
| Globe {Tagalog} 105-12                |                  |
| Philcom 105-11                        |                  |
| Philcom {Tagalog} 105-12              |                  |
| Digitel 105-11                        |                  |
| Digitel {Tagalog} 105-12              |                  |
| Smart 105-11                          |                  |
| Smart {Tagalog} 105-12                |                  |
| Bayan 105-11                          |                  |
| <b>Poland</b>                         | 0-0-800-111-1111 |
| <b>Portugal</b>                       | 800-800-128      |
| <b>Reunion Island</b>                 | 0-800-99-0011    |
| <b>Romania</b>                        |                  |
| Romtelecom 0808-03-4288               |                  |
| <b>Russia</b>                         |                  |
| 8^10-800-110-1011                     |                  |
| Moscow 363-2400                       |                  |
| Outside Moscow 8^495-363-2400         |                  |
| St. Petersburg 363-2400               |                  |
| Outside St. Petersburg 8^812-363-2400 |                  |
| <b>Saipan</b>                         | 1-800-225-5288   |
| <b>San Marino</b>                     | 800-172-444      |
| <b>Saudi Arabia</b>                   | 1-800-10         |
| <b>Senegal</b>                        |                  |
| 800-103-072                           |                  |
| <b>Singapore</b>                      |                  |
| SingTel 800-011-1111                  |                  |
| StarHub 800-001-0001                  |                  |
| <b>Slovakia</b>                       | 0-800-000-101    |
| <b>South Africa</b>                   | 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 of the United States and Canada.

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

## Showing Countries Starting with Sp-Zi

### Legends:

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

### Note:

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