



at&t



AT&T USADirect®

Travel Guide

How USADirect® Works	02
AccessCodes	03
Dialing Instructions	06
Language Assistance	08
Tips & Timesavers	09
Frequently Asked Questions	10

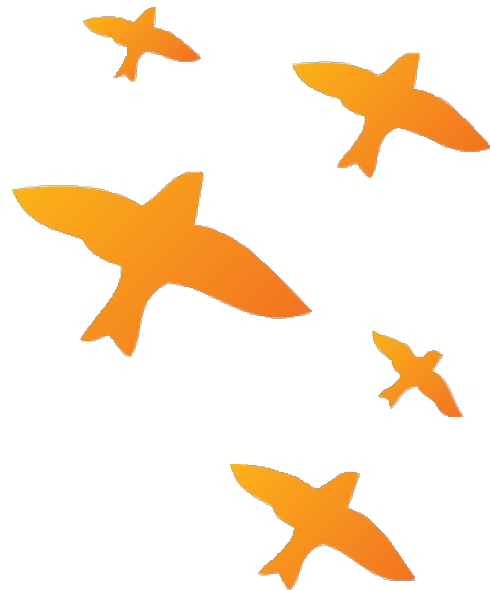


How USADirect® Works

AT&T USADirect® is ideal for frequent international travelers who want to save money on calls back to the U.S. while traveling abroad. Just sign up, and then use an AT&T USADirect access number to connect to the AT&T U.S. network. Once connected, you can call anywhere in the U.S. quickly, easily, and dependably.

AT&T USADirect accepts the AT&T Corporate and Consumer Calling Cards, as well as AT&T PrePaid Phone Cards. You can also use your commercial credit cards from many countries, subject to availability. Payment terms are subject to your credit card agreement. If you're an AT&T long-distance customer, you have the option of billing calls to your AT&T residential long-distance account.

To find out more or to sign up, call toll-free
1-800-731-8230 or **1-800-435-0812**.





Access Codes

Albania	00-800-0010	Bulgaria	00-800-0010	Egypt	
American Samoa		Cambodia	1-800-881-001		Cairo 2510-0200
	1-800-225-5288	Canada	1-800-CALL-ATT		Outside Cairo 02-2510-0200
Angola	808-000-011	Cayman Islands	1-800-225-5288	El Salvador	800-1785
Anguilla	1-800-225-5288			Estonia	800-12001
Antigua				Fiji	004-890-1001
	#1	Chile		Finland	0-800-11-0015
	Select Hotels 1-800-225-5288		Telmex 800-225-288	France	
Argentina			ENTEL 800-360-311		Hotels 1 0-800-99-1011
	Telecom 0-800-555-4288		ENTEL {Spanish} 800-360-312		Hotels 2 0-800-99-1111
	Telefonica 0-800-222-1288		Telefonica 800-800-288		Hotels 3 0-800-99-1211
	ALA {Spanish} 0-800-288-5288		Telmex 171-00-311		Hotels-Paris Only 0-800-99-0111
			Telmex {Spanish} 171-00-312		France Telecom 0-800-99-0011
Australia			Easter Island 800-800-311		Telecom Development 0-805-701-288
			Easter Island {Spanish} 800-800-312	French Antilles	
	Telstra 1-800-881-011	China			Guadeloupe 0-800-99-0011
	Optus 1-800-551-155		South, Shanghai - CT 10-811		Martinique 0-800-99-0011
Austria	800-200-288		North, Beijing CNCG 108-888		St. Barthelemy 0-800-99-0011
Bahamas	1-800-872-2881		China Telecom {Mandarin} 108-10		St. Martin 0-800-99-0011
Bahrain		Colombia	North, Beijing CNCG {Mardarin} 108-710	French Guiana	0-800-99-0011
	800-00-001				
	U.S. MB onboard cell phones 800-000-05			Germany	0-800-225-5288
	U.S. MB call centers 800-000-00			Ghana	020-2424-26-004
Bangladesh	157-0011		{Spanish} 01-800-911-0011	Gibraltar	8800
Barbados	1-800-225-5288	Costa Rica	0-800-011-4114	Greece	00-800-1311
Belarus	8^800-101	Croatia	0800-220-111	Grenada	1-800-225-5288
Belgium	0-800-100-10	Cyprus	800-900-10	Guam	1-800-225-5288
Belize		Czech Republic		Guantanamo Bay	
	811		00-800-222-55288		U.S. Military Bases 2935
	Hotels Only 555	Denmark	800-100-10	Guatemala	
Benin	102	Diego Garcia	999-288		English 999-9190
Bermuda	1-800-225-5288	Dominican Republic			Spanish 999-9190
Bolivia			1-800-225-5288	Guyana	159
	800-101-110		1-800-872-2881		
	{Spanish} 800-101-111		{Spanish} 1-888-225-5288	Honduras	English 800-0123
Brazil		Dominica	1-800-225-5288		{Spanish} 800-0123
	0-800-890-0288	Ecuador			
	0-800-888-8288		1-800-225-528		
British V.I.	1-800-872-2881		{Spanish} 1-999-119		
Brunei	800-1111				

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.



Access Codes

Hong Kong*Hong Kong Telephone 800-96-1111**New World Telephone 800-93-2266***Hungary** 06-800-011-11**Iceland** 00-800-222-552-88**India** 000-117**Indonesia** 001-801-10**Ireland**

1-800-550-000

*UIFN 00-800-222-55288***Israel***Bezeq 1-80-949-4949**Golden Lines 1-80-922-2222**Barak 1-80-933-3333***Italy** 800-172-444**Ivory Coast** 00-111-11**Jamaica**

1-800-872-2881

*Public Phone #1***Japan***KDDI 00-539-111**Softbank Telecom 00-663-5111**NTT 0034-811-001***Jordan** 1-880-0000**Kazakhstan** 8[^]800-121-4321**Kenya** 0-207-602-020**Korea, Republic***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***Latvia** 8000-2288**Lebanon** 01-426-801**Luxembourg** 800-201-11**Macau** 0-800-111**Macedonia, F.Y.R** 0-800-94288**Malaysia** 1-800-80-0011**Malta** 800-901-10**Mauritius** 01 120**Mexico**

01-800-288-2872

Por Cobrar (Spanish) 01-800-112-2020

001-800-462-4240

*{Spanish} 001-800-658-5454***Micronesia** 288**Monaco** 800-90-288**Montserrat** 1-800-225-5288**Morocco** 002-11-0011**Neth/Antilles**

001-800-872-2881

Netherlands 0800-022-9111**New Zealand** 000-911**Nicaragua**

1-800-0174

*{Spanish} 1-800-0164***Nigeria** 0-708-060-1816**Norway**

800-190-11

*U.S. Military Bases 800-199-11***Pakistan** 00-800-01-001**Panama**

800-0109

*{Spanish} 800-2288***Paraguay***Asuncion City 008-11-800***Peru***Telephonica 0-800-50-288**Americatel 0-800-70-088**Telephonica (Spanish) 0-800-50-000***Philippines***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***Poland** 0-0-800-111-1111**Portugal** 800-800-128**Reunion Island** 0-800-99-0011**Romania***Romtelecom 0808-03-4288***Russia**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***Saipan** 1-800-225-5288**San Marino** 800-172-444**Saudi Arabia** 1-800-10**Senegal**

800-103-072

Singapore*SingTel 800-011-1111**StarHub 800-001-0001***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

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	United States	
St. Lucia	1-800-225-5288		{English} 1-800-225-5288
St. Pierre & Miquelon			{Cantonese} 1 800-833-1288
	0-800-99-0011		{Hindi} 1-800-233-7003
St. Vincent	1-800-225-5288		{Japanese} 1-800-233-8006
			{Korean} 1-800-233-8923
Suriname	156		{Mandarin} 1-800-233-1823
Sweden	020-799-111		{Polish} 1-800-233-8622
Switzerland	0-800-890011		{Russian} 1-800-233-2394
			{Spanish} 1-800-222-7007
Taiwan	00-801-102-880		{Tagalog} 1-800-233-9118
Thailand	1-800-0001-33		{Vietnamese} 1-800-233-1388
	001-999-111-11	Uruguay	000-410
		Uzbekistan	
Trinidad & Tobago	1-800-872-2881		Tashkent 8^641-744-0010
		Venezuela	
Turkey	0-811-288-0001		0-800-225-5288
Turks & Caicos	1-800-225-5288		{Spanish} 0-800-552-6288
U.A.E.	8000-021	Vietnam	
	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:

^ 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.



Dialing Instructions

Calling the U.S. from Abroad

Follow the steps listed below for the payment method you are using.

AT&T Calling Card (not a PrePaid Phone Card)

Calls to the U.S.

1. Dial the USADirect access number for the country you are calling from.
2. When asked for the telephone number you are calling, dial the area code and 7-digit number you are calling.
3. After the tone, enter your regular AT&T Calling Card number (not the international number).

Calls to Other Countries

1. Dial the USADirect access number for the country you are calling from.
2. When asked for the telephone number you are calling, dial **01**, the country code, city code, and the local number. When dialing city and country codes, drop any leading zeros. For example, if the code is **012**, enter only **12**.
3. After the tone, enter your regular AT&T Calling Card number (not the international number).

AT&T PrePaid Phone Card (not a billed calling card)

Calls to the U.S., Canada, or the Caribbean

1. Dial the USADirect access number for the country you are calling from.
2. When asked for the telephone number you are calling, dial the toll-free 800 number on the back of your AT&T PrePaid Phone Card.
3. When requested, enter the AT&T PrePaid Phone Card PIN or Account Number.
4. Dial **1**, and follow the instructions to dial the area code and 7-digit number you are calling.

Calls to Other Countries

1. Dial the USADirect access number for the country you are calling from.
2. When asked for the telephone number you are calling, dial the toll-free 800 number on the back of your AT&T PrePaid Phone Card.
3. When requested, enter the AT&T PrePaid Phone Card PIN or Account Number.
4. Dial the country code, city code, and local number you are calling.

Estimate a cost of about three to five domestic minutes for each minute of international calling time.

General Useful Tips

- When dialing city and country codes, drop any leading zeros. For example, if the code is **012**, enter only **12**.
- To place another call, do not hang up. Press **[#]**, and follow the prompts. If you need assistance, press zero or stay on the line for assistance from an operator.



Credit Card

Credit Card Calls Are Available Only to the U.S.

1. Dial the USADirect access number for the country you are calling from.
2. When asked for the telephone number you are calling, dial the area code and 7-digit number you are calling.
3. After the tone, enter the credit card number from your MasterCard®, Visa®, American Express®, Discover® Network or Diners Club® Card, and follow the instructions.

Collect Call to the U.S.

1. Dial the AT&T access number for the country you are calling from.
2. When asked for the telephone number you are calling, press zero or stay on the line for assistance from an operator.

Calling From the U.S. to Another Country

Direct Dial From Home

Dial **011** + Country Code + City Code + Local Number. When dialing city and country codes, drop any leading zeros. For example, if the code is **012**, enter only **12**.

AT&T Calling Card (not a PrePaid card)

1. Dial **01** + Country Code + City Code + Local Number. When dialing city and country codes, drop any leading zeros. For example, if the code is **012**, enter only **12**.
2. After the tone, enter your AT&T Calling Card number (not the international number).
3. If you need assistance, press zero or stay on the line for assistance from an AT&T operator.

AT&T PrePaid Phone Card (not a billed calling card)

Calls to Canada or the Caribbean

1. Dial the toll-free number on the back of your AT&T PrePaid Phone Card.
2. When requested, dial the AT&T PrePaid Phone Card PIN or Account Number.
3. Dial **1**, and follow the prompts to dial the U.S. area code and 7-digit number you are calling.

Calls to Other Countries

1. Dial the toll-free number on the back of your AT&T PrePaid Phone Card.
2. When requested, dial the AT&T PrePaid Phone Card PIN or Account Number.
3. Dial **2**, and follow the prompts to dial country code, city code, and local number you are calling. When dialing city and country codes, drop any leading zeros. For example, if the code is **012**, enter only **12**.

Calling Other Countries From Outside the U.S.

The rate to call other countries (for example, calling from Germany to France) is the cost of a call to the U.S., plus a cost based on the final country called. These calls can be very expensive.



Language Assistance

AT&T USADirect® connects to a variety of language assistance programs for non-English speakers, including translation services and in-language operators. Calls can be billed to your calling card or any major credit card. For pricing and additional information, call 831-648-7582.

AT&T USADirect® In-Language Service

Your non-English-speaking friends and relatives living abroad can reach you using AT&T operators who speak their language. Non-English speakers calling collect or using an AT&T Calling Card should dial the AT&T USADirect® In-Language access number for the country and ask the operator to put the call through.

Language Line Services

Get over-the-phone translation service in 150 languages, whenever and wherever you need it.

- Follow the AT&T USADirect® dialing instructions for the country you're calling from.
- When asked for the number you're calling, dial **831-648-7582**.
- After the tone, dial your credit card or AT&T Calling Card number.
- Follow the English-language instructions, or stay on the line to reach a professional interpreter.

AT&T USADirect® In-Language Access Numbers

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

Country	{Language} Code(s)	Country	{Language} Code(s)
Argentina	{Spanish} 0-800-288-5288	Mexico	{Spanish} 001-800-658-5454
Bolivia	{Spanish} 800-101-111		{Spanish} 01-800-112-2020
Chile	{Spanish} 800 360 312	Nicaragua	{Spanish} 1-800-0164
	{Spanish} 171 00 312	Panama	{Spanish} 800-2288
	{Spanish} 800-800-312	Peru	{Spanish} 0-800-50-000
China	China Telecom {Mandarin} 108-10	Philippines	{Tagalog} 1010-5511-10
	North, Beijing CNCG {Mandarin} 108-710		{Tagalog} 105-12
Colombia	{Spanish} 01-800-911-0011	United States	{Cantonese} 1-800-833-1288
Dominican Republic	{Spanish} 1-888-225-5288		{Hindi} 1-800-233-7003
Ecuador	{Spanish} 1-999-119		{Japanese} 1-800-233-8006
Guatemala	Spanish 999-9190		{Korean} 1-800-233-8923
			{Mandarin} 1-800-233-1823
Honduras	{Spanish} 800-0123		{Polish} 1-800-233-8622
			{Russian} 1-800-233-2394
			{Spanish} 1-800-222-7007
			{Tagalog} 1-800-233-9118
			{Vietnamese} 1-800-233-1388
		Venezuela	{Spanish} 0-800-552-6288



Tips & Timesavers

Don't just send a postcard. Have a real conversation from almost any phone anywhere, any time with USADirect®. Here are some ways to save time and money on international calls.

Calling From a ...

Hotel

Use AT&T USADirect® to avoid high hotel direct-dial costs. For hotel calls, first get an outside line or dial tone. (Dial a specific button or ask the hotel to connect you.) Then dial the access number for the country you are calling from, and follow the dialing instructions for your payment method.

Home or Office

Instead of having your host pay for your international calls, pay for them yourself with AT&T USADirect®. Once you get a local dial tone, dial the access number for the country you are calling from, and follow the dialing instructions for your payment method.

Note: Some countries block the use of USADirect from residential locations.

Public Phone

Some countries require you to use local coins or phone cards to get a local dial tone on a public phone. If so, you can usually purchase phone cards at post offices, hotels, and newsstands.

From most public phones, once you have a dial tone, dial the access number for the country you are calling from, and follow the dialing instructions for your payment method.

U.S. Toll-Free 800 Numbers

It's easy to call U.S. toll-free 800 numbers with AT&T USADirect®. Dial the USADirect access number, and follow the steps for the payment method you are using.

U.S. toll-free 800 numbers are not toll-free when calling from abroad; you will pay the rate for an international call. If you are calling an international toll-free number, no payment method will be needed or requested.

U.S. Directory Assistance

You can call U.S. Directory Assistance using AT&T USADirect®. Dial the USADirect access number, and follow the steps for the payment method you are using to dial the U.S. Directory Assistance number: **800 CALL ATT® (800-225-5288)**. This number is a toll-free 800 number in the U.S., but it is not toll-free when calling from abroad.

Calling From One Country to Another

In some countries, AT&T USADirect® enables you to make country-to-country calls, such as a call from Germany to France. These calls can be expensive because they must be routed through the United States, and they can be charged only to your AT&T Calling Card.

Making Several Calls in a Row

You can place up to 10 consecutive calls without re-entering the USADirect access number or your AT&T Calling Card number. You'll save time and may avoid additional local access charges when calling from a hotel room.

After you complete a call, get a busy signal, or get no answer, simply press [#] instead of hanging up. Then dial your next number.

Correct Dialing Mistakes, and Avoid Additional Hotel Charges

You can save time and money by not having to hang up and start over when you make a dialing mistake. Here's what to do if you make a dialing mistake:

1. Press [*].
2. Repeat the step you were on when the mistake occurred.
3. Continue to complete your call.



Frequently Asked Questions

Calling the U.S. From Abroad

What is AT&T USADirect®?

AT&T USADirect® uses country-specific access numbers to connect you to the AT&T network from more than 150 countries. AT&T USADirect® access numbers make it easy to call back to the U.S. and to other countries while you're traveling abroad.

When you use an AT&T USADirect® access number, you can bill your calls to an AT&T Calling Card, the AT&T Corporate Calling Card, an AT&T PrePaid Phone Card, many local phone company cards, and most major credit cards. Within the U.S. and Canada, the AT&T access number is **1-800-CALL-ATT®**.

Is AT&T USADirect® available in all countries?

AT&T USADirect® is available in more than 150 countries.

Do I need to enroll in AT&T USADirect, or are these rates automatically applied to any calls I make to the U.S. when traveling?

You must enroll in the plan to take advantage of USADirect rates. For questions or to enroll, call toll-free **1-800-731-8230** or **1-800-435-0812**.

AT&T USADirect Access Numbers

How can I get AT&T USADirect® access numbers when I need them?

You'll find the USADirect access numbers at www.att.com/traveler.

How often do AT&T USADirect® access numbers change?

As new telephone providers are created around the world, new and updated access numbers become available. Check www.att.com/traveler for any updates.

Why do some countries have more than one AT&T USADirect® access number?

Some countries have two or more national competing phone systems. In some cases, each phone system requires a different AT&T USADirect® access number. Except where noted, each access number should work from almost any phone.

Using Foreign Phones

Aren't all phones the same worldwide?

No, there are virtually unlimited mechanical and procedural variations from country to country, but AT&T USADirect® makes dealing with the differences easier. As long as you get a local dial tone from the country you're calling from, you can reach the AT&T network in the United States just by dialing the AT&T USADirect® access number.

Can I use AT&T USADirect® from any phone?

You can use AT&T USADirect® access numbers on just about any phone — in hotel rooms, homes, and offices, as well as with cell phones and most public phones worldwide.

How do I deal with an international phone if I don't speak the language?

When you use an AT&T USADirect® access number, you'll reach an English-speaking AT&T operator in the U.S. who can give you whatever help you need. If you reach an automated voice prompt first, just hold on the line and an operator will answer.

Can I use AT&T USADirect® with my cell phone?

Yes, the access numbers work with cell phones both inside and outside the U.S. First, get a local dial tone, and then dial the AT&T USADirect access number of the country you're calling from.

AT&T USADirect Special Features

Can I call domestic U.S. 800 numbers from abroad?

Yes, you can use AT&T USADirect® from abroad to call domestic U.S. 800 numbers. Since U.S. 800 numbers are toll-free only within the U.S., there will be a charge for the call. You can arrange to have the international AT&T USADirect call from abroad to the U.S. 800 number billed to an AT&T Calling Card or to a U.S.-issued credit card.

When I'm abroad, can I leave a message for someone in the U.S. without calling them?

Yes, if you want to schedule delivery of a message to a U.S. number without calling the number, dial the AT&T USADirect® access number for the country you're calling from, and then dial **800-562-6275** to reach AT&T Messaging Service. This service is helpful when a time difference makes it inconvenient to call the U.S. Or if you dial a U.S. phone number using an AT&T USADirect® access number and the line is busy or there's no answer, you can leave a message by dialing **1** to reach AT&T Messaging Service.

How do I set up a conference call when I'm in a foreign country?

Dial the AT&T USADirect® access number for the country you're



calling from, dial the domestic U.S. number, and then dial **800-232-1234** to reach the AT&T Teleconferencing Service. One conferee must be in the U.S. Calling any domestic U.S. 800 number will incur AT&T USADirect® international calling charges.

What if I misdial a number?

With the AT&T Misdial feature, you don't have to hang up and pay for your mistake. Instead, just press the [*] (star) key on the touch pad. Then repeat the step you were on when the mistake occurred.

Can I make country-to-country calls while abroad (for example, from Italy to France)?

Yes, first you dial the AT&T USADirect® access number for the country you're calling from. When asked for the telephone number, dial **01** + Country Code + City Code + Local Number. At the tone, enter your calling card or credit card number. These calls are more expensive because they are routed via the U.S.

Can I use AT&T USADirect® for in-flight calls?

No, however, some airplanes are equipped with special AT&T phones that allow air-to-ground (and ground-to-air) calling.

AT&T USADirect® Costs

How much do AT&T USADirect® calls cost?

AT&T USADirect® prices typically consist of an initial rate plus an additional per-minute rate. USADirect® rates are the same day and night, so you can make calls whenever you'd like.

How do I pay for AT&T USADirect® calls?

Whenever you're abroad and call back to the U.S. using AT&T USADirect®, you can easily bill your calls to an AT&T PrePaid Phone Card, AT&T Calling Card, MasterCard®, American Express®, VISA®, Diners Club®, Discover® Network, or most local phone company cards.

Why can't I just charge calls to my hotel bill?

You can charge to your hotel if you choose, but charging calls to your hotel is typically more expensive than using AT&T USADirect® access numbers.

International Calling Costs

How much does it cost to call back to the U.S. from abroad?

Your cost depends on the country you're calling from.

Can I call other countries besides the U.S. when I'm abroad?

Yes, AT&T USADirect® can help you with country-to-country calls when you're abroad. Because these calls must be routed through the U.S., they tend to be more expensive. Dial the AT&T USADirect® access number for the country you're calling from. After the prompt, dial **01** + Country Code + City Code + Local Number. At the tone, enter your calling card or credit card number. For specific costs, please call **1-800-222-0300**.

Calling Countries from the U.S.

How do I call from the U.S. to another country?

From your home, just dial **011** + Country Code + City Code + Local Number. If you're calling from a public phone or using a calling card, then dial **01** instead of **011**. If you have any questions, just call **1-800-222-0300**.

Billing

What are my billing options with AT&T USADirect®?

You have two convenient billing options:

1. Charge your calls to a business or personal credit card directly linked to your specially issued AT&T Calling Card.
2. Bill the calls through an AT&T Calling Card linked to your current AT&T Residential long-distance account.

What will my billing statement look like?

If your calling card account is set up to bill all charges to your credit card, any calls you make will appear as separate transactions on your card statement. AT&T usage is listed as AT&T Global Services, the country you are calling (the USA), and the total charge. If you have any questions, call AT&T customer care using the numbers found on the back of your AT&T Calling Card. (International Toll-Free: **1-800-731-8230**, Collect: **954-718-5471**).

If your calling card account is set up to bill with your AT&T Residential long-distance account, all calling card calls will appear, detailed by call, on a separate section on your AT&T long-distance bill.

Do I have to switch my long-distance service to AT&T to use the AT&T USADirect®?

No, AT&T USADirect is available to frequent travelers regardless of whether or not you use AT&T for long distance. Customers who don't want to switch to AT&T can enroll in AT&T USADirect and request one or more AT&T Calling Cards.