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.