



# 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](http://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](http://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.