



AT&T USA Direct Calling Instructions for Locations Outside of North America (for countries that do not use a direct dial toll-free)

Lighthouse 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 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: **800-603-2869**. 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 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.
7. A report in English is then sent to the designated recipient(s) of your company.
8. Access codes are subject to change.

What your employee should expect when calling the Toll-Free Worldwide Hotline:

The following automated greeting is said in each native language: “for English Press 1, for Spanish Press 2, for French Press 3, for Chinese Press 4, for German Press 5, for Italian Press 6, for Portuguese Press 7, for Japanese Press 8, for Arabic Press 9.” Following this, “for other languages Press 0” is said in English. Upon pressing 0, the caller hears the following additional language options in each native language: “for Hungarian Press 1, for Polish Press 2, for Dutch Press 3, for Czech Press 4, for Taiwanese Press 5, for Korean Press 6, for Tagalog Press 7.” Following this, “for other languages Press 0” is said in English. *****IMPORTANT***** If your employee speaks a language other than those listed above, they are to press 0 and tell the English operator their spoken language (preferably in English). An interpreter will then join the call to facilitate taking the report in the caller’s language, along with the English operator.

Lighthouse International Calling Instructions for program administrator:

Country Access Codes

Country specific access codes are listed on the following 3 pages. You must disseminate 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.

Submitted Reports

Reports submitted from countries outside North America using the international toll-free number will be sent 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 30 languages and web submission will provide your employees with a superior user experience.



Access Codes

For employees outside North America only.

Lighthouse hotline toll-free calling instructions for employees:

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6. A report in English is then sent to the designated recipient(s) of your company.
7. Access codes are subject to change.

Albania	00-800-0010
American Samoa	
	1-800-225-5288
Angola	808-000-011
Anguilla	1-800-225-5288
Antigua	
	#1
	Select Hotels 1-800-225-5288
Argentina	
	Telecom 0-800-555-4288
	Telefonica 0-800-222-1288
	ALA {Spanish} 0-800-288-5288
Australia	
	Telstra 1-800-881-011
	Optus 1-800-551-155
Austria	800-200-288
Bahamas	1-800-872-2881
Bahrain	
	800-00-001
	U.S. MB onboard cell phones 800-000-05
	U.S. MB call centers 800-000-00
Bangladesh	157-0011
Barbados	1-800-225-5288
Belarus	8 [^] 800-101
Belgium	0-800-100-10
Belize	
	811
	Hotels Only 555
Benin	102
Bermuda	1-800-225-5288
Bolivia	
	800-101-110
	{Spanish} 800-101-111
Brazil	
	0-800-890-0288
	0-800-888-8288
British V.I.	1-800-872-2881
Brunei	800-1111

Bulgaria	00-800-0010
Cambodia	1-800-881-001
Canada	Direct Toll-Free Available
Cayman Islands	1-800-225-5288
Chile	
	Telmex 800-225-288
	ENTEL 800-360-311
	ENTEL {Spanish} 800-360-312
	Telefonica 800-800-288
	Telmex 171-00-311
	Telmex {Spanish} 171-00-312
	Easter Island 800-800-311
	Easter Island {Spanish} 800-800-312
China	
	South, Shanghai - CT 10-811
	North, Beijing CNGC 108-888
	China Telecom {Mandarin} 108-10
	North, Beijing CNGC {Mardarin} 108-710
Colombia	
	01-800-911-0010
	{Spanish} 01-800-911-0011
Costa Rica	0-800-011-4114
Croatia	0800-220-111
Cyprus	800-900-10
Czech Republic	
	00-800-222-55288
Denmark	800-100-10
Diego Garcia	999-288
Dominican Republic	
	1-800-225-5288
	1-800-872-2881
	{Spanish} 1-888-225-5288
Dominica	1-800-225-5288
Ecuador	
	1-800-225-528
	{Spanish} 1-999-119

Egypt	
	Cairo 2510-0200
	Outside Cairo 02-2510-0200
El Salvador	800-1785
Estonia	800-12001
Fiji	004-890-1001
Finland	0-800-11-0015
France	
	Hotels 1 0-800-99-1011
	Hotels 2 0-800-99-1111
	Hotels 3 0-800-99-1211
	Hotels-Paris Only 0-800-99-0111
	France Telecom 0-800-99-0011
	Telecom Development 0-805-701-288
French Antilles	
	Guadeloupe 0-800-99-0011
	Martinique 0-800-99-0011
	St. Barthelemy 0-800-99-0011
	St. Martin 0-800-99-0011
French Guiana	0-800-99-0011
Germany	0-800-225-5288
Ghana	020-2424-26-004
Gibraltar	8800
Greece	00-800-1311
Grenada	1-800-225-5288
Guam	1-800-225-5288
Guantanamo Bay	
	U.S. Military Bases 2935
Guatemala	
	English 999-9190
	Spanish 999-9190
Guyana	159
Honduras	English 800-0123
	{Spanish} 800-0123

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

For employees outside North America only.

Hong Kong	
<i>Hong Kong Telephone 800-96-1111</i>	
<i>New World Telephone 800-93-2266</i>	
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	Direct Toll-Free Available
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

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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
		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:

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