



AT&T Corporate Calling Card

Dialing Instructions

Using Your AT&T Corporate Calling Card

Follow these simple steps to use your AT&T Corporate Calling Card from outside the United States:

- 1 If you want to place a call to a country other than the United States, use the lists on the AT&T International Dialing Guide to get specific dialing information for the country you are calling from.
- 2 Make sure you have an outside line. (From a hotel room, follow the hotel's instructions to get an outside line, as if you were placing a local call.)
- 3 Enter the AT&T Direct® Access Number from the International Dialing Guide, for the country you are in.
- 4 When prompted, enter the telephone number you are calling as follows: For calls to the United States, dial the area code (no need to dial "1" first), and then the seven-digit local number. For calls to other countries, enter 01 + the country code + the city code + the local number.
- 5 When prompted, enter your AT&T Corporate Calling Card number (not the international number). If you need help or wish to call the United States collect, hold for an AT&T Operator.

(You may also use the AT&T Calling Card, AT&T Universal MasterCard® or most local U.S. telephone company cards.)

Using your company's toll-free AT&T Network Remote Access number

AT&T Network Remote Access (NRA) via AT&T Direct® gives traveling employees, overseas offices and business partners in over 150 countries, fast, convenient, toll-free access to your company's corporate network.

AT&T NRA also provides international capabilities, allowing third-country calling in all AT&T Direct locations. Dial the AT&T Direct Access Number for an English-language voice prompt or operator. Next, follow the same NRA procedure you would use in the United States.

How to reach your corporate network from outside of the United States:

- 1 Make sure you have an outside line. (From a hotel room, follow the hotel's instructions to get an outside line, as if you were placing a local call.)
- 2 Dial the AT&T Direct Access Number for the country you are in. (Refer to the AT&T International Dialing Guide for specific numbers)
- 3 When prompted for the number you are calling, enter your company's toll-free AT&T Network Remote Access number.
- 4 Enter your Authorization Code (10 digit AT&T Corporate Calling Card Number and 4 digit PIN). For some Network Remote Access configurations you will be prompted for your authorization code after dialing the number you are calling.
- 5 Enter the phone number you are calling as follows:
 - To call the United States, enter the area code + local 7-digit number (No need to dial 1 before the area code). Press #, or;
 - To call countries other than the U.S., enter 011 + the Country Code + the City Code + the local number. Press #, or;
 - Enter the 7-digit on-network number. Press #.

Sequential calling

With Sequential Calling, you can use a touch-tone phone to place up to 10 consecutive calls without having to re-enter an AT&T Direct Access Number or AT&T Corporate Calling Card number for each call. It's the best way to save time and money and avoid additional access charges that hotels typically charge for each call.

To make additional calls, don't hang up:

- Press # if busy, no answer, or called party hangs up
- At the prompt, enter the next number you are calling plus #
- Press **9 to disconnect from a voice mail system or answering machine
- At the prompt, enter the next number you are calling plus #

Correcting dialing mistakes

This feature can save you time and money because you won't have to hang up and start over -- hence, no additional access charges.

If you make an error:

- Press * (the asterisk key)
- Repeat the step you were on when the mistake occurred

If you make an error entering the telephone number:

- Stop dialing
- Press asterisk key (*)
- Re-enter the correct number

If you enter the wrong Calling Card Number:

- Press the asterisk key (*)
- Re-enter the number.

Dialing toll-free numbers from outside the United States

AT&T Direct® Service can help you reach toll-free numbers from outside of the United States. Some companies have arranged for toll-free calling through AT&T Direct, but for those who have not, AT&T Direct® Service charges apply for the duration of the call. Some toll-free numbers may be restricted by the companies who own them.

Toll-free number calling instructions:

- 1** Make sure you have an outside line.
- 2** Enter the AT&T Direct Access Number for the country you are in.
- 3** An English-language voice prompt or an AT&T Operator will ask you for the number you are calling.
- 4** Enter the toll-free number you wish to reach. (There is no need to dial "1" before the toll-free number.) Note: If a number has been set-up as toll-free by the party you are calling, you will not be prompted for a calling card number.

Calling from public telephones

When placing an AT&T Direct® call from a public phone, simply dial the AT&T Direct Access Number for the country you are in and place the call just as you would any other AT&T Direct call. Some countries may require you to use local coins or phone cards prior to placing your call. If so, phone cards may usually be purchased at post offices and many hotels and newsstands. AT&T Direct® Service can also be accessed throughout Europe from more than 7,000 public telephones with the red 3C symbol. Just lift the handset and dial *60 (in France, dial M60) and you'll be connected to AT&T. Pay phones in the United Kingdom displaying the New World symbol provide easy access to AT&T. Simply lift the handset and press the pre-programmed button marked AT&T.

Using your AT&T Corporate Calling Card when AT&T Direct® Service is unavailable

Since AT&T Direct Service is not available in all countries, please contact a local international operator to assist you in placing your call back to the United States using your AT&T Corporate Calling Card. You may also call collect. International operators may or may not be fluent in English.

Calling Instructions:

- 1** Get an outside line. If you are dialing from an office or hotel, follow the procedure to get an outside line as though you were going to make a local call.
- 2** Contact the local phone company's international operator.
- 3** Tell the International Operator that you would like to make a call to the United States using your AT&T Corporate Calling Card. You may also call collect.
- 4** Give the operator the Area Code + 7-digit number you are trying to call in the U.S.
- 5** Tell the operator your international number and authorization code that appears on your card. The international number often begins with "891".

For more information, contact your AT&T
Representative, or visit www.att.com/business.



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