

**INSTRUCTIONS FOR SYNTHES' COMPLIANCE HELPLINE
AND COMPLIANCE HELPLINK**

Compliance Helpline:

U.S. and Canada: 866-311-4220

Latin America: (toll free access code) 866-311-4220

Europe, Africa and the Middle East: (toll free access code) (866) 311-4225

Asia-Pacific: (toll free access code) (866) 311-4230

For most countries outside of the U.S. and Canada, toll free numbers require country-specific access codes. A directory of access codes is below.

Please apply the following instructions for a toll free call:

1. Dial the AT+T number indicated for your country:
2. Wait until a voice instructs to dial the next number.
3. Dial your Compliance Helpline number and a voice will instruct you how to choose the language you want.

AT&T Direct Service Access Numbers

From this Country	AT&T USA Direct Access Code	Notes*
Albania	00-800-0010	A , I
American Samoa	633-2-872	
Angola	0-808-11	
Anguilla	1800-872-2881	C , H
Antigua	1800-872-2881	C , H
Argentina	0-800-555-4288 or 0-800-222-1288	I
Argentina - for a Spanish speaking operator	0-800-288-5288	D
Armenia	0-800-10-111	A , D , I
Aruba	Suspended	
Australia	1-800-881-011 (Telstra) 1-800 551155 (Optus)	
Austria	0-800-200-288	I , A
- B -		
The Bahamas	1800-872-2881	
The Bahamas - from U.S. Military bases	800-000	N

From this Country	AT&T USA Direct Access Code	Notes*
Bahrain	800-000-01	H
Bahrain - from U.S. Military bases	800-000-05	H , N
Bahrain - from cellular phones	800-000-00	H , N
Bangladesh	157-0011	D , H
Barbados	1800-872-2881	C , H
Belarus	8^800101 (^ Indicates second dial tone)	D , I
Belgium	0-800-100-10	A , I
Benin	102	A , H
Belize - to place calls from phones and pay phones	811	C , D , H
Belize - to place calls from hotels	555	C , D , H
Bermuda	1800-872-2881	C , H
Bolivia	800-10-1110	A , I
Bolivia - for a Spanish speaking operator	800-10-1111	A , I
Bosnia	00-800-0010	D , I
Brazil	0800-890-0288 or 0800-888-8288	I
The British Virgin Islands	1800-872-2881	C , H
Brunei	800-1111	H
Bulgaria	00-800-0010	D , H
- C -		
Cambodia	1-800-881-001	C , H , 05
Canada	No access code is necessary	
The Cape Verde Islands	0800-2288	
The Cayman Islands	1800-872-2881	C , H
Chile	800-225-288	A , I , 31
Chile - for a Spanish speaking operator	800-360-312	A , I
Chile - Easter Island	800-800-311	A , I
Chile - Easter Island, for a Spanish speaking operator	800-800-312	A , I
China - from northern China, the Beijing region	108-888	D , I
China - from southern and central China, the Shanghai and Guangzhou regions	108-11	D
China - for a Mandarin speaking operator	10810	D
China - from Hong Kong	800 96 1111	D
Colombia	01-800-911-0010	

From this Country	AT&T USA Direct Access Code	Notes*
Colombia - for a Spanish speaking operator	01-800-911-0011	
The Cook Islands	09-111	H
Costa Rica	0800-0-114-114	H
Croatia	0800-220-111	I
Cuba - Guantanamo Bay	2935	I , N
Cyprus	800-900-10	H
The Czech Republic	00-800-222-55288	D , I
- D -		
Denmark	8001-0010	I
Diego Garcia	999 288	
Dominica	1800-872-2881	C , H
The Dominican Republic	1800-872-2881	C , I
The Dominican Republic - for a Spanish speaking operator	11-22	C , I
- E -		
Ecuador	1-999-119 or 1-800-225-528	D , I
Ecuador - for a Spanish speaking operator	1-800-999-199	D , I
Egypt - from Cairo	510-0200	A
Egypt - outside of Cairo	02-510-0200	A
El Salvador	800-1288	A , I
El Salvador - for a Spanish speaking operator	800-1785	A , I
Estonia	0-800-12-001	
- F -		
The Fiji Islands	004-890-1001	
Finland	0 8001 10015	A , I
Finland - from U.S. military bases	0 8001 10015	A , I
France	0-800-99-0011 Telecom Development - 0-805-701-288 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*	* 12
The French Antilles - from Martinique, St. Martin, St. Barthelemy or Guadeloupe	0800-99-0011	C , I
French Guiana	0-800-99-0011	I

From this Country	AT&T USA Direct Access Code	Notes*
- G -		
Gabon Republic	00^001 (^ Indicates second dial tone)	A , I
Gabon Republic - for a French speaking operator	00^002 (^ Indicates second dial tone)	A , I
Gambia	00111	A , I
Georgia	8^0288 (^ Indicates second dial tone)	D , H
Germany	0800-225-5288	I , 11
Ghana	0191	I
Gibraltar	8800	H
Greece	00-800-1311	A , I
Grenada	1800-872-2881	C , H
Guam	1800-225-5288	H
Guatemala - from Guatemala City	138-126 for a Spanish speaking operator: 138-120	A , D , I
Guatemala - outside of Guatemala City	999-9190	A , D , I
Guatemala - for a Spanish speaking operator	999-9190	A , D , I
Guyana	159	
- H -		
Haiti	183	I
Haiti - for a French Creole speaking operator	181	I
Honduras	800 0 123	H
Honduras - for a Spanish speaking operator	800-0-123	H
Hong Kong	800-96-1111 or 800-93-2266	I
Hungary	06 800-01111	A , I
- I -		
Iceland	00 800 22255288	A , I
India	000-117	C , I
Indonesia	001-801-10	C , I
Ireland	1-800-550-000 or 00-800-222-55-288	I
Ireland - Northern Ireland use the UK access number	0-800-89-0011	I
Israel - Bezeq Telecom	1-80-949-4949	I

From this Country	AT&T USA Direct Access Code	Notes*
Israel - Golden Lines Telecom	1-80-922-2222	I
Israel - Barak Telecom	1-80-933-3333	I
Italy - includes Vatican City	800-172-444	A, I
Ivory Coast	00-111-11	A, I
Ivory Coast - for a French speaking operator	00-111-12	A, I
- J -		
Jamaica	1-800-872-2881 To place AT&T Calling Card calls from select hotels, dial 872. To place AT&T Collect calls from public phones, dial #1.	A, C, H
Japan - KDDI	00-539-11	A, D, I
Japan - NTT	0034-811-001	A, D, I
Japan - Softbank	00-663-5111	A, D, I
Jordan	1-880-0000	A, I
- K -		
Kazakhstan	8^800-121-4321 (^ Indicates second dial tone)	A, I
Republic of Korea - Korea Telecom	00-729-11	A, I
Republic of Korea - ONSA	00-369-11	A, I
Republic of Korea - Dacom	00-309-11	A, I
Republic of Korea - from U.S. Military bases	550-4663 when using Korea Telecom 555-2872 when using Dacom	A, I
- L -		
Latvia	800-2-288	H
Lebanon - within Beirut	426-801	A, G, H
Lebanon - outside of Beirut	01-426-801	A, G, H
Liechtenstein	809-2288	A, I
Lithuania	8^800-900-28 (^ Indicates second dial tone)	D, I
Luxembourg	800 2 0111	C, G, I
- M -		
Macau	0800-111	
Republic of Macedonia	99-800-4288	E, I
Malaysia	1-800-80-0011	D, I
Malta	800-90110	H
The Marshall Islands	1-800-225-5288	H
Mauritius	01 120	

From this Country	AT&T USA Direct Access Code	Notes*
Mexico	01-800-288-2872 or 001-800-462-4240	A , I , 20
Mexico - for a Spanish speaking operator	01-800-112-2020 or 001-800-658-5454	A , I , 20
Micronesia	288	H
Monaco	800-90-288	A , I
Montserrat	1800-872-2881	H
Morocco	002-11-0011	H
- N -		
Nepal	0800-77-001	A , D , H
The Netherlands	0800-022-9111	A , I
The Netherlands Antilles	001-800-872-2881	D , H
New Zealand	000-911	A , I
Nicaragua	1-800-0174	I , A
Nicaragua - for a Spanish speaking operator	1-800-0164	A , I
Nigeria	- Service has been suspended indefinitely	
Norway	800-190-11	I
Norway - from U.S. military bases	800-199-11	I
- P -		
Pakistan	00 800 01001	D , H
Panama, Republic of	800-0109	H
Panama, Republic of - for a Spanish speaking operator:	800-2288	H
Papua New Guinea	0507-12880	H
Paraguay	008-11-800 (AT&T Direct Service is available in Asuncion City only)	C , D , H
Peru	0-800-50-288 or 0-800-70-088	D , H
Peru - for a Spanish speaking operator	0-800-50-000	D , H
The Philippines	105-11	A , I
The Philippines - for a Tagalog speaking operator in the USA	105-12	A , I
Poland	0-0-800-111-1111	A , D , I
Portugal	800-800-128	D , I
Puerto Rico	No access code is necessary	
- Q -		
Qatar	- Service has been suspended indefinitely	
- R -		

From this Country	AT&T USA Direct Access Code	Notes*
Reunion Island	0-800-99-0011	
Romania	021-800-4288	A , H
Romania - from U.S. military bases	021-801-0151	A , H
Russia - from within Moscow	755-5042	A , D , I , K , 32
Russia - from areas outside of Moscow	8-095-755-5042	A , D , I , K , 32
Russia - from within St. Petersburg	325-5042	A , D , I , K , 32
Russia - from areas outside of St. Petersburg	8-812-325-5042	A , D , I , K , 32
Russia - from Ekaterinburg, Irkutsk, Novosibirsk, Omsk, Rostov-on-Don, Samara, Vladivostok and other cities	8^10-800-110-1011 (^ Indicates second dial tone)	A , I , L
- S -		
Saipan	1800-225-5288	A , I
San Marino	800-172-444	A , H
Saudi Arabia	1-800-10	
Senegal	810-3072	
Senegal - for a French speaking operator	810-3073	
Sierra Leone	1100	
Singapore	800-011-1111 or 800-001-0001	I
Slovakia	0-800-000-101	D , I
The Solomon Islands	0811	H
South Africa	0-800-99-0123	I
Spain	900-99-0011	I
Sri Lanka	2-430-430	H
St. Kitts and Nevis	1800-872-2881	C , H
St. Lucia	1800-872-2881	C , H
St. Pierre and Miquelon	0-800-99-0011	
St. Vincent	1800-872-2881	C , H
Sudan	800-001	I
Suriname	156	C , I
Sweden	020-799-111	
Switzerland	0-800-89-0011	A , I
Syria	0-801	
- T -		

From this Country	AT&T USA Direct Access Code	Notes*
Taiwan	00801-102-880	
Thailand	1-800-0001-33 or 001-999-111-11	I , 30
Trinidad and Tobago	1-800-872-2881	H
Turkey	00-800-122-77	A , I
Turks and Caicos	01-800-872-2881	C , H
- U -		
Uganda	800-001	H
Ukraine	8^100-11 (^ Indicates second dial tone)	D , I
The United Arab Emirates	0-800-121	A , H
The United Arab Emirates - U.S. Military bases	0-800-151	A , H , N
The United Arab Emirates - select Military phones	0-800-161	A , H , N
The United Kingdom	0-800-89-0011 or 0-500-89-0011	D , I , 11
The United States	No access code is necessary	
Uruguay	000-410	H
Uzbekistan - AT&T Direct Service is only available in Tashkent, the capital of Uzbekistan	8^641-7440010 (^ Indicates second dial tone)	A , D , I
- V -		
Venezuela	0800-225-5288	
Venezuela - for a Spanish speaking operator	0-800-552-6288	
- Y -		
Yemen	Service Suspended	
- Z -		
Zambia	00-899	H
Zimbabwe	110-98990	D , I

[▶ Close Window](#)

- A - Pay phones require coin or card deposit.
- C - Available from pay phones and/or select hotels.
- D - May not be available from every phone/public phone.
- E - Public phones require local coin payment through call duration.
- G - Collect calling only.
- H - Calls to the U.S. only.
- I - Country-to-country calls may be placed to or from that country.

- K - Extra charges to call from outside city.
- L - Not available from public phones.
- N - From U.S. Military bases only.
- 05 - Available from payphones in Phnom Penh and Siem Riep only.
- 11 - Access is available from New World Telephones.
- 12 - Select hotels.
- 20 - When calling from public phones, use phones marked Ladatel.
- 30 - When calling from pay phones use phones marked Lenso.
- 31 - To place calls from cellular phones, dial *288.
- 32 - Additional charges apply when calling outside of Moscow and St. Petersburg.

Compliance Helplink:

Go to our Corporate Compliance internet or intranet pages and click on “Compliance Communication.”