

# International contact information guide

## AT&T INTERNATIONAL TOLL-FREE SERVICE

### INTERNATIONAL DIALING INSTRUCTIONS

We have arranged for you to phone the Aetna Global Benefits (AGB) International Member Service Center toll-free through AT&T Direct<sup>SM</sup> Service.

#### To phone AGB toll-free

- Make sure you have an outside line. (From a hotel room, follow the hotel's instructions to access an outside line.)
- Locate the AT&T Direct Access Number listed on the tear-off wallet card below for the country from which you are dialing. (Please dial 813-775-0190 collect/direct if the country you are in is not listed.)

- When prompted for the number you are calling, dial 800-231-7729.
- After the tone, you will hear an automated message stating "thank you for using AT&T" and you will be directed to the AGB International Member Service Center.

#### To obtain updated access numbers

For the most up-to-date list of AT&T Direct Access Numbers, visit AT&T on the web at [www.att.com/business\\_traveler](http://www.att.com/business_traveler).



**Tear off the bottom portion of this flyer to keep these international toll-free dialing instructions with you wherever you go. You can fold it up and keep it in your wallet so that you have it handy during your travels.**



### AT&T Direct<sup>SM</sup> Access Numbers

You can call virtually any other country in the world from the countries highlighted like this:     . You can also call the U.S. from all the countries listed below. REFER TO FOOTNOTES BEFORE CALLING.

Albania ●	00 800 0010	Belize ▲○	811
American Samoa	1-800-225-5288	(Hotels) ▲★	555
Angola	808 000 011	Benin ●	102
Anguilla ★▼	1-800-225-5288	Bermuda	1-800-225-5288
Antigua ★▼	#1	Bolivia ●	800-10-1110
(select Hotels) 1-800-225-5288		Bonaire ★	001-800-872-2881
Argentina	0-800-555-4288	Bosnia ▲	00-800-0010
or 0-800-222-1289		Brazil	0800 890 0288
Armenia ●▲	0 800 10 111	or 0800-8888-288	
Australia ◊	1-800-881-011	British VI. ★▼	1-800-872-2881
(U.S. Military Bases)	800-000-05	or 1-800-551-155	800-1111
(Cellular)	0800-200-288	Brunei	00-800-0010
Austria ■◊	1-800-872-2881	Cambodia □	1-800-881-001
Bahamas	1-800-872-2881	Canada	1-800-CALL-ATT
Bahrain	800-00-001	or 1-800-225-5288	
(U.S. Military Bases)	800-000-05	Cayman Islands ★▼	1-800-225-5288
(Cellular)	800-000-00	Chile ●	800-225-288
Bangladesh#	157-0011	or 800-360-311	or 800-800-288
Barbados ★▼	1-800-225-5288	or 171 00 311	
Belarus ★★	8-800-101		
Belgium ◊◊	0-800-100-10	(Easter Island)	800-800-311

China ▲	004-890-1001	Fiji	004-890-1001
(South, Shanghai & vicinity)	0 8001 10015	Finland ◊◊	0 8001 10015
10-811		France ★	0800 99 00 11
Costa Rica ▲	0800 99 00 11	or 0805-701-288	108-888
Colombia	01 800 911 0010	French Antilles ★	0800 99 00 11
Cook Islands	09-111	French Guiana	0800 99 00 11
Croatia	0800 220111	Germany ◊◊	0-800-2255-288
Curacao ★	001-800-872-2881	Ghana	0191
Cyprus	800-900-10	Gibraltar	8800
Czech Republic ▲	00-800-222-55288	Greece ●	00-800-1311
Denmark◊	8001-0010	Grenada ★▼	1-800-225-5288
Diego Garcia	999 288	Guadeloupe ★	0800 99 00 11
Dominica ★▼	1-800-872-2881	Guam	1-800-2255-288
Dom Rep. 1-800-225-5288		Guantanamo Bay	2935
Ecuador ▲	1-999-119	Guatemala ▲	138-126
or 1-800-225-528		or 999-9190	
Egypt (Cairo) ●	2510-0200	Guyana	159
(Outside Cairo) ●	02-2510-0200	Haiti	183
El Salvador▲	800-1785	Honduras	800 0 123
Estonia◊	800-12001	Hong Kong◊	800 96 1111
		or 800-93-2666	
		Hungary ●	06 800-0111

Iceland ●	00 800 22255288	Luxembourg ◊	800 2 0111
India ●◊★	000-117	Macau	0800-111
Indonesia ▶◊	001-801-10	Macedonia ■	0-8000-4288
Ireland ◊◊	1-800-550-000	Malaysia ▲	1-800-80-0011
Israel	1-80-94-94-949	Malta	800-90110
or 1-80-92-22-222	or 1-80-93-33-333	Martinique ●	0800 99 00 11
Italy ●◊	800-172-444	Mauritius	01 120
Ivory Coast	00-111-11	Mexico ●◊	01-800 288-2872
Jamaica	1-800-872-2881	or 001-800-462-4240	
(Public Phones)▶	#1	Micronesia	288
(Select Hotels)▶	872	Monaco ◊	800-90-288
Japan ●▲	005-39-111	Montserrat ★▼	1-800-225-5288
or 00 663-5111		Morocco	002-11-0011
Jordan	18 800 000	Neth. Antilles ★	001-800-872-2881
Kazakhstan	8-800-121-4321	Netherlands ●	0800-022-9111
Korea ●●	0072-911	New Zealand ●	000-911
or 0036-911 or 0030-911		Nicaragua ●	1-800-0174
(US Military Bases) ▲	550-HOME or 550-2USA	Norway ●◊	800-190-11
Latvia	8000-2288	(US Military Bases) ■◊	800-199-11
Lebanon (Beirut) ■◊	426-801	Pakistan ▲◊◊	00 800 01001
(Outside Beirut) ◊	01-426-801		

Panama	800-0109	Singapore	800-0111-1111
Paraguay ★▲◊	008-11-800	or 80-0001-0001	
(Asuncion City)	0800-000-101	Slovakia▲◊	0800-000-101
Peru▲	080050288	South Africa	0-800-99-0123
(Americatel)▲	0-800-70-088	Spain ◊	900-99-00-11
Philippines – PLDT	1010-5511-00	Sri Lanka (Colombo)●	2-430-430
(Outside Colombo) ◊	105-11	PLDT – others ●	112-430-430
Poland ●▲▼	0-0-800-111-1111	St. Barthelemy ★	0800 99 00 11
Portugal▲◊	800-800-128	St. Eustatius ★	001-800-872-2881
Reunion Island	0800 99 0011	St. Kitts/Nevis ★★	1-800-225-5288
Romania ●	0808-03-4288	St. Lucia ★▼	1-800-225-5288
(Moscow)▲	8-10-800-110-1011	St. Maarten ★	001-800-872-2881
Saba ★	001-800-872-2881	St. Martin ★	0800 99 0011
Salpan ●	1-800-2255-288	St. Pierre & Miquelon	0800 99 0011
San Marino ●	800 172 444	St. Vincent ★★	156
Saudi Arabia	1-800-10	Sweden	020 799 111
Senegal	800-103-072	Switzerland◊	0-800-890011
Sierra Leone	1100		

Syria	0-801	Taiwan ◊	00801-10288-0
Taiwan ◊	00801-10288-0	Thailand	1-800-0001-33
Thailand	1-800-0001-33	or 001-999-111-11	
Trinidad & Tobago	1-800-872-2881	Turkey ●	0811-288-0001
Turks & Caicos ★★	1-800-225-5288	U.A.E. ●	0-800-121
Ukraine ▲	0-800-11	U.K. ▲◊◊	0800-89-0011
UK ▲◊◊	0800-89-0011	or 0500-89-0011	
United States	1-800-225-5288	Uruguay ◊	000-410
Uzbekistan (Tashkent)	8-641-7440010	Venezuela	0 800 2255 288
Vietnam ◊	1-201-0288	Zambia	00-999
Zimbabwe	110-98990		

▲ Await second dial tone.  
● Public phones require coin or card deposit.  
★ May not be available from every phone.  
■ Public phones may require local coin payment through call duration.  
▶ Public phones.

○ AT&T calls cannot be placed to this country from outside US.  
★ Select hotels.  
◆ Collect calling only.  
◆ Not available from public phones.  
□ Available from payphones in Phnom Penh and Siem Reap only.

◆ Airports.  
▽ Cruise docks.  
▽ Special USA/Direct Dedicated Telephones.  
◆ May not be available from some locations.  
★ From Northern Ireland use UK access code.  
○ Use phones allowing international access.

▶ Add'l charges apply when calling outside the city.  
◆ When calling from public phones, use phones marked Ladatel/TelMex, AT&T branded or Teflon phones.  
◊ Access is available from New World Telephones.  
◊ Available from cellular phones.

◆ Press red button before dialing access number-no coin or card deposit necessary.  
◊ Not available from cellular phones.  
◊ Only available from VNPT phones.  
# Only available from major cities.

## Whether you're at home or a world away — AGB is here for you

### AGB INTERNATIONAL MEMBER SERVICE CENTER CONTACT INFORMATION

#### Phone:

Int'l toll-free:\* 800-231-7729  
Direct/Collect: 813-775-0190  
TDD (Hearing impaired): 800-325-6273

#### Fax:

Int'l toll-free:\* 800-475-8751  
Direct: 859-425-3363

**E-mail:** agbservice@aetna.com

**Web:** www.aetnaglobalbenefits.com

\*Refer to the "International Dialing Instructions" section of this card when dialing a toll-free number outside of the United States.

**Plans and programs are underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).**

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Aetna does not provide care or guarantee access to health services. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna Global Benefits plans, please refer to [www.aetnaglobalbenefits.com](http://www.aetnaglobalbenefits.com).

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### AGB International Service Center

HERE TO HELP YOU 24 HOURS A DAY, 365 DAYS A YEAR.

#### Phone:

Int'l toll-free:\* 800-231-7729  
Direct/Collect: 813-775-0190  
TDD (Hearing impaired): 800-325-6273

#### Fax:

Int'l toll-free:\* 800-475-8751  
Direct: 859-425-3363

**E-mail:** agbservice@aetna.com

**Web:** www.aetnaglobalbenefits.com

The AGB International Member Service Center is your 24/7 resource for all of your benefits needs. You can also contact the AGB International Member Service Center to reach the:

- International Health Advisory Team (IHAT)
- International Employee Assistance Program (International EAP)\*\*
- Informed Health® Line\*\*

\*Refer to the "International Dialing Instructions" section of this card when dialing a toll-free number outside of the United States.

\*\*Emergency Assistance, Informed Health® Line, International EAP and AGB WorldTraveler are only available to those members with plans that include these benefits. Check your plan documents to verify coverage.

#### OTHER IMPORTANT AGB NUMBERS

#### Emergency Assistance\*\*

**Phone:**  
Int'l toll-free\*: 877-242-5580  
Direct/Collect: 480-333-3700

#### AGB WorldTravelerSM\*\*

**Phone:**  
Int'l toll-free\*: 1-877-301-5042  
Direct/Collect: +1-813-775-0239

**Fax:**  
Direct/Collect: +1-860-975-1741  
Int'l toll-free\*: 1-800-475-8751

#### INTERNATIONAL DIALING INSTRUCTIONS

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#### To phone AGB toll-free

- **Make sure you have an outside line.** From a hotel room, follow the hotel's instructions to access an outside line.
- **Locate the AT&T DirectSM Access Number listed on the reverse of this card for the country from which you are calling.** Please call 813-775-0190 collect if the country you are in is not listed.
- **When prompted for the number you are calling, dial 800-231-7729**
- **After the tone, you will hear an automated message stating "thank you for using AT&T" and you will be directed to the AGB International Member Service Center.**

#### USING INTERNATIONAL TELEPHONES

Refer to the keypad below if the number you are trying to reach contains letters and your keypad does not.

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	Oper 0	#

Plans and programs are underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

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