AT&T USA Direct Calling Instructions for Locations Outside of North America

Lighthouse International Calling Instructions for employees - Worldwide Toll-Free Number:

Company must communicate calling instructions, worldwide phone number and access codes to their employees 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. You will then hear a 'bong'.

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 pre-recorded language prompts or press 000 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.

International Calling Instructions for program administrator:

Country Access Codes – Country-specific access codes are listed **HERE** - note restrictions by country in the Footnotes column. 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 40 languages and web submission will provide your employees with a superior user experience.