

## HOTLINE PHONE NUMBERS

### International dialing instructions

1. First check to see if there are any dialing restrictions for your country.
2. The telephone you are using must have international dialing capability.
3. Look up your country in the chart below and find your access type and telephone number(s).
4. Follow the directions below to place a call based on the access type for your country.

### International Toll-free Service (ITFS) and Global International Service (GIS)

1. Dial your country/carrier-specific telephone number.
2. You will be given the option to make your report in English or your own language. You will hear a recorded message in your own language explaining the call process.
3. The first person who speaks to you will be an English-speaking interviewer. He or she will bring into the conference call a translator who speaks your language to assist you in reporting your concern. This may take a few minutes. Please be patient.

### World Wide Connect (WWC)

1. Dial your country-specific access code to reach AT&T.
2. When prompted\* enter the 8xx telephone number to connect to NAVEX Global.
3. You will be given the option to make your report in English or your own language. You will hear a recorded message in your own language explaining the call process.
4. The first person who speaks to you will be an English-speaking interviewer. He or she will bring into the conference call a translator who speaks your language to assist you in reporting your concern. This may take a few minutes. Please be patient.

\*This initial prompt could be either a voiceless tone, or a message in English. If the caller does not speak English, they may wait on the line and an AT&T operator will help them connect to the 8xx number.

| Country        | Carrier | Service Type    | Access Code    | Restrictions*   | Phone         |
|----------------|---------|-----------------|----------------|-----------------|---------------|
| Angola         |         | WWC             |                |                 | 8552141483    |
| Argentina      |         | ITFS            |                | J               | 0800-444-1517 |
| Australia      |         | ITFS            |                | M               | 1-800-48-2597 |
| Austria        |         | WWC             | 0-800-200-288  | 27, E           | 8552141483    |
| Belgium        |         | WWC             | 0-800-100-10   | 27, A           | 8552141483    |
| Brazil         |         | WWC             | 0-800-888-8288 | 27              | 8552141483    |
| Brazil         |         | WWC             | 0-800-890-0288 | 04              | 8552141483    |
| Canada         |         | Regular         |                |                 | 8772705055    |
| Canada         |         | Regular         |                |                 | 8552141483    |
| Canada         |         | Local           |                |                 | 4702196731    |
| Chile          |         | WWC             |                |                 | 8552141483    |
| China          |         | GIS Shared Cost |                | No restrictions | 400-8-811-484 |
| Colombia       |         | WWC             |                |                 | 8552141483    |
| Costa Rica     |         | WWC             |                |                 | 8552141483    |
| Czech Republic |         | ITFS            |                | J, P            | 800-143-159   |
| Denmark        |         | WWC             | 800-100-10     | 27              | 8552141483    |
| Ecuador        |         | WWC             |                |                 | 8552141483    |
| Estonia        |         | WWC             | 800-12001      | 04              | 8552141483    |

|                      |                        |                   |                   |                 |                     |
|----------------------|------------------------|-------------------|-------------------|-----------------|---------------------|
| Finland              |                        | ITFS              |                   | G, M, H         | 0800-9-17732        |
| France               |                        | ITFS              |                   | M               | 0800-90-4567        |
| Germany              |                        | WWC               | 0-800-225-5288    | 27              | 8552141483          |
| Honduras             |                        | WWC               |                   |                 | 8552141483          |
| Hong Kong            |                        | ITFS              |                   | M               | 800-96-1023         |
| Hungary              |                        | ITFS              |                   | A, M            | 06-800-21-119       |
| India                |                        | WWC               | 000-117           | 13              | 8552141483          |
| Indonesia            |                        | ITFS              |                   | F, L, 11        | 001-803-1-003-2517  |
| Italy                |                        | ITFS              |                   | A, M            | 800-782078          |
| Luxembourg           |                        | WWC               | 800-201-11        | 04, 17          | 8552141483          |
| Malaysia             |                        | ITFS              |                   | No restrictions | 1-800-81-7955       |
| Mexico               |                        | ITFS              |                   | S, U, 11        | 001-855-214-1483    |
| Netherlands          |                        | WWC               | 0800-022-9111     | A               | 8552141483          |
| New Zealand          |                        | GIS – One Step    |                   |                 | 0508-612-637        |
| Norway               |                        | ITFS              |                   | M               | 800-13180           |
| Oman                 |                        | WWC               |                   |                 | 8552141483          |
| Peru                 |                        | WWC               |                   |                 | 8552141483          |
| Philippines          | Bayan                  | WWC               | 105-11            | 04, A           | 8552141483          |
| Philippines          | Digitel                | WWC               | 105-11            | A               | 8552141483          |
| Philippines          | Globe                  | WWC               | 105-11            | A               | 8552141483          |
| Philippines          | Option 2               | WWC               | 105-11            | A               | 8552141483          |
| Philippines          | Philcom                | WWC               | 105-11            | A               | 8552141483          |
| Philippines          | PLDT                   | WWC               | 1010-5511-00      | A               | 8552141483          |
| Philippines          | Smart                  | WWC               | 105-11            | A               | 8552141483          |
| Portugal             |                        | WWC               |                   |                 | 8552141483          |
| Qatar                |                        | GIS International |                   | No restrictions | 800-0187            |
| Romania              | Romtelecom             | WWC               | 0808-03-4288      | 04, 31, A       | 8552141483          |
| Russia               |                        | WWC               | 8^10-800-110-1011 | A, D            | 8552141483          |
| Russia               | Moscow                 | WWC               | 363-2400          | No restrictions | 8552141483          |
| Russia               | outside Moscow         | WWC               | 8^495-363-2400    | A, 22, D        | 8552141483          |
| Russia               | outside St. Petersburg | WWC               | 8^812-363-2400    | A, 22, D        | 8552141483          |
| Russia               | St. Petersburg         | WWC               | 363-2400          | A, D            | 8552141483          |
| Singapore            |                        | ITFS              |                   | M, P            | 800-110-2171        |
| Slovak Republic      |                        | WWC               | 0-800-000-101     | 27, D           | 8552141483          |
| Spain                |                        | WWC               | 900-99-0011       | 27              | 8552141483          |
| Sweden               |                        | WWC               | 020-799-111       | No restrictions | 8552141483          |
| Thailand             |                        | ITFS              |                   | 03, P, 11, M    | 001-800-11-003-2517 |
| Tunisia              |                        |                   |                   | M               | +33 0800-90-4567    |
| Tunisia              |                        |                   | 8000-555-66       | No restrictions | +971 8552141483     |
| Turkey               |                        | WWC               | 0811-288-0001     | 04, 12, A       | 8552141483          |
| United Arab Emirates |                        | WWC               | 8000-021          | 27, A           | 8552141483          |
| United Arab Emirates |                        | WWC               | 8000-555-66       | No restrictions | 8552141483          |

|                      |                         |         |            |      |               |
|----------------------|-------------------------|---------|------------|------|---------------|
| United Arab Emirates | Military-USO & cellular | WWC     | 8000-061   | 27   | 8552141483    |
| United Kingdom       |                         | ITFS    |            | F, M | 0808-234-8817 |
| United States        |                         | Regular |            |      | 8772705055    |
| United States        |                         | Regular |            |      | 8552141483    |
| United States        |                         | Local   |            |      | 4702196731    |
| Vietnam              | Viettel                 | WWC     | 1-228-0288 | 32   | 8552141483    |
| Vietnam              | VNPT                    | WWC     | 1-201-0288 | 29   | 8552141483    |

### Restrictions

| Service Type      | Code  | Description  |
|-------------------|-------|--|
| ATTD              | 04    | Not available from cellular phones   |
| ATTD              | 12    | Requires international access  |
| ATTD              | 13    | Only available from phones allowing international access and most public calling centers; may not be available from all locations; not available from public phones. |
| ATTD              | 17    | Collect calling from public phones   |
| ATTD              | 22    | Add'l charges apply when calling outside Moscow, St. Petersburg  |
| ATTD              | 27    | Available from cellular phones   |
| ATTD              | 29    | VNPT phones (mobile and landlines including Vinaphone and Mobiphone)   |
| ATTD              | 31    | Available only from named carrier  |
| ATTD              | 32    | Vietel phone (mobile and landlines including Vietel Mobile)  |
| ATTD              | A     | Public phones require coin or card deposit   |
| ATTD              | D     | May not be available from every phone/public phone   |
| ATTD              | E     | Public phones may require local coin payment during call duration  |
| GIS International | ITF22 | Only available on an individual case basis.  |
| GIS International | ITF25 | Qatar has a monthly rental charge of \$50 charge per number.   |
| ITFS              | 03    | Not available from public phones or all areas  |
| ITFS              | 11    | Phone must have international access   |
| ITFS              | A     | Public phones require coin or card deposit   |
| ITFS              | E     | Public phones require local coin payment through call duration   |

|      |   |  |
|------|---|--|
| ITFS | F | Not available from payphones   |
| ITFS | G | Available from payphones for ITFS but not for UIFN   |
| ITFS | H | UIFN callers using mobile phones charged local charges   |
| ITFS | J | Available from mobile phones for ITFS but not for UIFN. Airtime charges may apply.   |
| ITFS | L | Limited availability from mobile phones. Airtime charges may apply.  |
| ITFS | M | Available from mobile phones. Airtime charges may apply.   |
| ITFS | P | Telephone Administration may restrict the use of toll-free numbers for certain applications such as resale, prepaid cards, calling cards, call-back purposes or third-country calling. |
| ITFS | S | A general per call surcharge may be assessed to the caller.  |
| ITFS | U | May work from non-Carrier phones. Non-Carriers may treat calls as international long distance calls and not toll-free.   |