

# AGB International Service Center

Here to help you 24 hours a day, 365 days a year.

## PHONE/FAX

### Phone:

Int'l Toll Free\*: 800-231-7729

Direct/Collect: 813-775-0190

TDD: 800-325-6273

(Hearing Impaired)

### Fax:

Int'l Toll Free\*: 800-475-8751

Direct: 813-775-0625

### Informed Health® Line (IHL)\*\*

Int'l Toll Free: 800-231-7729

Direct/Collect: 813-775-0190

(Ask to be transferred to an IHL nurse)

TDD: 800-270-2386

(Hearing Impaired)

\*Refer to dialing instructions on opposite side when dialing a toll free number outside of the U.S.

\*\*Coverage for Emergency Assistance, IHL and IEAP are available only to those members with plans that include these benefits. Members who have plans without Emergency Assistance may access this service, but are subject to applicable fees.

### Emergency Assistance\*\*:

Int'l Toll Free: 877-242-5580

Direct/Collect: 480-333-3700

### International Employee

#### Assistance Program (IEAP)\*\*:

Int'l Toll Free: 800-231-7729

Direct/Collect: 813-775-0190

(Request to be transferred to an IHL nurse)

## ONLINE

E-mail: [agbservice@aetna.com](mailto:agbservice@aetna.com)

Web: [www.aetnaglobalbenefits.com](http://www.aetnaglobalbenefits.com)

## International Dialing Instructions

We have arranged for members to telephone our International Service Center toll free through AT&T Direct® Service.

### To place an international toll free call to AGB:

- **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 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** (you do not need to dial "1" before the area code).
- **After the tone, you will hear an automated message** stating "thank you for using AT&T" and your call will be directed to the AGB International Service Center.

## Helpful Hints

### Obtaining 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).

### Using International Phones:

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
* 0	Oper 0	# #

## Aetna Global Benefits®

### International Contact Information Guide

AT&T INTERNATIONAL TOLL FREE SERVICE



# 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.

<b>Albania</b> ● 00 800 0010	<b>Benin</b> ● 102
<b>American Samoa</b> 633-2-872	<b>Bermuda</b> 1-800-872-2881
<b>Angola</b> 808 000 011	<b>Bolivia</b> ● 800-10-1110
<b>Anguilla</b> ✕✕▼■ 1-800-872-2881	<b>Bonaire</b> ✕ 001-800-872-2881
<b>Antigua</b> ✕✕▼■ #1 (Select Hotels) 1-800-872-2881	<b>Bosnia</b> ▲ 00-800-0010
<b>Argentina</b> 0-800-555-4288 or 0-800-222-1288	<b>Brazil</b> 0800 890 0288 or 0800-8888-288
<b>Armenia</b> ●▲ 0 800 10 111	<b>British V.I.</b> ✕✕▼■ 1-800-872-2881
<b>Australia</b> 1-800-881-011 or 1-800-551-155	<b>Brunei</b> 800-1111
<b>Austria</b> ■ 0800-200-288	<b>Bulgaria</b> ▲ 00-800-0010
<b>Bahamas</b> 1-800-872-2881	<b>Cambodia</b> □ 1-800-881-001
<b>Bahrain</b> 800-00-001 (U.S. Military Bases)	<b>Canada</b> 1-800-CALL-ATT
800-000-05 (Cellular) 800-000-00	<b>Cape Verde Isl.</b> 0800 2288
<b>Bangladesh</b> ☒ 157-0011	<b>Cayman Islands</b> ✕✕▼■ 1-800-872-2881
<b>Barbados</b> ✕✕▼■ 1-800-872-2881	<b>Chile</b> ● 800-225-288 or 800-360-311 or 800-800-288 or 171 00 311
<b>Belarus</b> * 8♦800-101	<b>China</b> ▲ (South, Shanghai & vicinity) 10-811 (North, Beijing & vicinity) ✕▲ 108-888
<b>Belgium</b> ● 0-800-100-10	<b>Colombia</b> 01 800 911 0010
<b>Belize</b> ▲● 811 (Hotels) 555	<b>Cook Islands</b> 09-111
	<b>Costa Rica</b> ▲ 0-800-0-114-114
	<b>Croatia</b> 0800 220111
	<b>Curacao</b> ✕ 001-800-872-2881
	<b>Cyprus</b> ● 800-900-10
	<b>Czech Republic</b> ▲ 00-800-222-55288
	<b>Denmark</b> 8001-0010
	<b>Diego Garcia</b> 999 288
	<b>Dominica</b> ✕✕▼■ 1-800-872-2881
	<b>Dom. Rep.</b> 1-800-872-2881
	<b>Ecuador</b> ▲ 1-999-119 or 1-800-225-528
	<b>Egypt</b> (Cairo) ●● 510-0200 (Outside Cairo) ● 02-510-0200
	<b>El Salvador</b> ▲■ 800-1288
	<b>Estonia</b> 800-12001
	<b>Fiji</b> 004-890-1001
	<b>Finland</b> ● 0 8001 10015
	<b>France</b> 0800 99 00 11 or 0805-701-288
	<b>French Antilles</b> ✕ 0800 99 00 11
	<b>French Guiana</b> 0800 99 00 11
	<b>Gabon</b> ● 00♦-001
	<b>Gambia</b> ● 00111
	<b>Germany</b> 0-800-2255-288
	<b>Ghana</b> 0191
	<b>Gibraltar</b> 8800
	<b>Greece</b> ● 00-800-1311
	<b>Grenada</b> ✕✕▼■ 1-800-872-2881
	<b>Guadeloupe</b> ✕ 0800 99 00 11
	<b>Guam</b> 1-800-2255-288
	<b>Guantanamo Bay</b> 2935
	<b>Guatemala</b> ▲■ 138-126 or 999-9190
	<b>Guyana</b> 159
	<b>Haiti</b> 183
	<b>Honduras</b> 800 0 123
	<b>Hong Kong</b> 800 96 1111 or 800-93-2266
	<b>Hungary</b> ● 06 800-01111

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

<b>Iceland</b> ● 00 800 22255288	<b>Lebanon</b> (Beirut) ■◆ 426-801 (Outside Beirut) ◆ 01-426-801
<b>India</b> *○ 000-117	<b>Liechtenstein</b> ● 809-2288
<b>Indonesia</b> ▶○001-801-10	<b>Lithuania</b> * 8♦800 90028
<b>Ireland</b> + 1-800-550-000	<b>Luxembourg</b> ◆▶ 800 2 0111
<b>Israel</b> 1-80-94-94-949 or 1-80-92-22-222 or 1-80-93-33-333	<b>Macau</b> 0800-111
<b>Italy</b> ● 800-172-444	<b>Macedonia</b> ■ 99-800-4288
<b>Ivory Coast</b> ● 00-111-11	<b>Malaysia</b> ▲ 1-800-80-0011
<b>Jamaica</b> ■ 1-800-872-2881 (Public Phones) ◆▶ #1 (Select Hotels) ✕▼ 872	<b>Malta</b> 800-90110
<b>Japan</b> ●▲ 005-39-111 or 0066-55-111 or 0044-11-111	<b>Marshall Islands</b> 1-800-225-5288
<b>Jordan</b> 18 800 000	<b>Martinique</b> ✕ 0800 99 00 11
<b>Kazakhstan</b> ● 8♦800-121-4321	<b>Mauritius</b> 01 120
<b>Korea</b> ● * 0072-911 or 0036-911 or 0030-911 (US Military Bases) ▲* 550-HOME or 550-2USA	<b>Mexico</b> ■◀◀ 01-800 288-2872 or 001-800-462-4240
<b>Latvia</b> 8002288	<b>Micronesia</b> 288
	<b>Monaco</b> ● 800-90-288

- 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 Riep only.

<b>Montserrat</b> ✕✕▼ 1-800-872-2881	<b>Nepal</b> ●▲● 0800-77-001
<b>Morocco</b> 002-11-0011	<b>Neth. Antilles</b> ✕ 001-800-872-2881
<b>Netherlands</b> ● 0800-022-9111	<b>Nicaragua</b> ● 1-800-0174
<b>New Zealand</b> ● 000-911	<b>Norway</b> 800-190-11 (US Military Bases) 800-199-11
<b>Norway</b> 800-190-11 (US Military Bases) 800-199-11	<b>Pakistan</b> ▲● 00 800 01001
<b>Pakistan</b> ▲● 00 800 01001	<b>Panama</b> 800-0109
<b>Panama</b> 800-0109	<b>Paraguay</b> ▶ ✕▲● (Asuncion City) 008-11-800
<b>Paraguay</b> ▶ ✕▲● (Asuncion City) 008-11-800	<b>Peru</b> ▲ 080050288 (Americatel) ▲● 0-800-70-088
<b>Peru</b> ▲ 080050288 (Americatel) ▲● 0-800-70-088	<b>Philippines</b> ● 105 11
<b>Philippines</b> ● 105 11	

- ◆ Airports.
- ▼ Cruise docks.
- ▼ Special USADirect Dedicated Telephones.
- \* When calling from public phones at KL International Airport, use phones marked TIME Reach.

<b>Poland</b> ●▲▼ 0-0-800-111-1111	<b>Portugal</b> ▲ 800-800-128
<b>Poland</b> ●▲▼ 0-0-800-111-1111	<b>Reunion Island</b> 0800 99 0011
<b>Portugal</b> ▲ 800-800-128	<b>Romania</b> ● 021-800-4288 (US Military Bases) 021-801-0151
<b>Reunion Island</b> 0800 99 0011	<b>Russia</b> ●▲ 755-5555 (Moscow) ●▲▶ 755-5042 (St. Petersburg) ●▲▶ 325-5042 (Other Cities) ▲▶ 8♦10-800-110-1011
<b>Romania</b> ● 021-800-4288 (US Military Bases) 021-801-0151	<b>Saba</b> ✕ 001-800-872-2881
<b>Russia</b> ●▲ 755-5555 (Moscow) ●▲▶ 755-5042 (St. Petersburg) ●▲▶ 325-5042 (Other Cities) ▲▶ 8♦10-800-110-1011	<b>Saipan</b> ● 1-800-2255-288
<b>Saba</b> ✕ 001-800-872-2881	<b>San Marino</b> ● 800 172 444
<b>Saipan</b> ● 1-800-2255-288	<b>Saudia Arabia</b> 1-800-10
<b>San Marino</b> ● 800 172 444	<b>Senegal</b> 810-3072
<b>Saudia Arabia</b> 1-800-10	<b>Sierra Leone</b> 1100
<b>Senegal</b> 810-3072	<b>Singapore</b> 800-0111-111 or 80-0001-0001
<b>Sierra Leone</b> 1100	<b>Slovakia</b> ▲ 0800-000-101
<b>Singapore</b> 800-0111-111 or 80-0001-0001	<b>South Africa</b> 0-800-99-0123
<b>Slovakia</b> ▲ 0800-000-101	
<b>South Africa</b> 0-800-99-0123	

- ◆ 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 Ladatael/TelMex, AT&T branded or Telnor phones.

<b>Spain</b> 900-99-00-11	<b>Thailand</b> 1-800-0001-33 or 001-999-111-11
<b>Sri Lanka</b> (Colombo) ● 2-430-430 (Outside Colombo) ● 112-430-430	<b>Trinidad &amp; Tobago</b> ✕ 1-800-872-2881
<b>St. Barthelemy</b> ✕ 0800 99 00 11	<b>Turkey</b> ● 00-800-12277
<b>St. Eustatius</b> ✕ 001-800-872-2881	<b>Turks &amp; Caicos</b> ✕▼■ 01-800-872-2881
<b>St. Kitts/Nevis</b> ✕▼■ 1-800-872-2881	<b>U.A.E.</b> ● 0-800-121 (Military) 0-800-151
<b>St. Lucia</b> ✕▼■ 1-800-872-2881	<b>Uganda</b> Suspended
<b>St. Maarten</b> ✕ 001-800-872-2881	<b>Ukraine</b> ▲ 8♦100-11
<b>St. Martin</b> ✕ 0800 99 0011	<b>UK</b> ▲ 0800-89-0011 or 0500-89-0011 or 0800-013-0011
<b>St. Pierre &amp; Miquelon</b> 0800 99 0011	<b>United States</b> 1-800 225-5288
<b>St. Vincent</b> ✕▼■ 1-800-872-2881	<b>Uruguay</b> ● 000-410
<b>Sudan</b> 800-001	<b>Uzbekistan</b> (Tashkent) 8♦641-7440010
<b>Suriname</b> ▶ 156	<b>Venezuela</b> 0 800 2255 288 0 800 5526 288
<b>Sweden</b> 020 799 111	<b>Vietnam</b> ☒ 1-201-0288
<b>Switzerland</b> ● 0-800-890011	<b>Zambia</b> 00-899
<b>Syria</b> 0-801	<b>Zimbabwe</b> 110-98990
<b>Taiwan</b> 00801-10288-0	

- When calling from public phones use phones marked Lenso.
- \* Press red button before dialing access number-no coin or card deposit necessary.
- ☒ Not available from cellular phones.