International Telephony Overview

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Defining International Telephony Solutions

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Direct Access (DA)/Worldwide Connect (WWC)

Two-Step Dialing Process:

The caller dials the AT&T Direct Access Code for the originating country or region.

The caller is routed to a prompt or operator and will then need to dial the hotline number.

The caller hears a recorded greeting in his/her native language explaining the purpose of the line and asking him/her to wait on the line for assistance.

The caller is greeted in the selected language by an interpreter, who is already on the line with the our Communication Specialist .

International Toll-Free Service (ITFS)
Global Inbound Service (GIS)

One-Step Dialing Process:

The caller dials the ITFS or GIS number, which is in the format of a local toll-free number.

The caller hears a recorded greeting in his/her native language explaining the purpose of the line and asking him/her to wait on the line for assistance.

The caller is greeted in the selected language by an interpreter who is already on the line with our Communication Specialist .

International Telephony Requirements

▸ Business Lines (recommended testing method)

- Business phone plan must be provisioned for International Dialing

- Business phone must allow the sequences of numbers to be dialed

- If VOIP is utilized, ensure it's set up so the call is treated as outbound calls from the originating country

▸ Home Phone / Mobile Phone

- Our telephone provider allows mobile phone connectivity. It is at the individual mobile phone telephone provider to allow the calls to be transferred to our provider.

- Home phone / mobile phone plan must allow international dialing

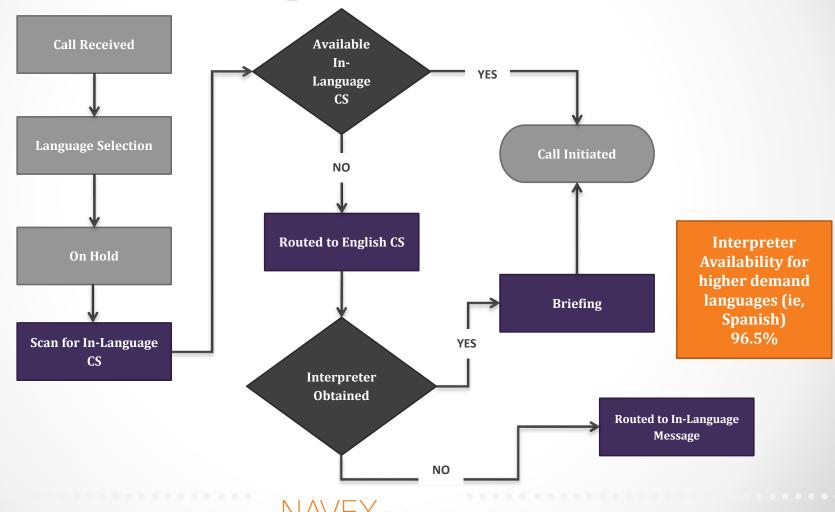- Confirm with telephone carrier that they allow calls to AT&T's platform

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International Call Example

Employee calls hotline

Business Phone

From business line, dials outside line
(requires international dialing)

Routes through local
telephone carrier

Routes thru an in-country
partner that AT&T has an
agreement with

Routes to AT&T

Connects the caller to
NAVEX Global System

Caller will hear auto-attendant
and language prompts

Based on language, caller will
be routed to in-house fluent
Communication Specialist or a
third-party interpreter will be
brought in for a 3-way call

Non-English Call Process

Telephony Notice Examples on websites

Example 1:

What should I do if the telephone number is not working?
If the telephone number listed for your location is not functioning, please make your report online through this website. Please indicate in the report that the telephone number did not work and we will investigate promptly.

Example 2:

Hotline Connectivity and Interpreter Availability Notice:
- Due to local carrier restrictions, phone reporting may be inaccessible in your area. If you experience any troubles connecting by phone, please file your report online.
- Extended wait times may be experienced for certain languages. If an interpreter cannot be obtained, you will be given the option to report your concern in English.

Example 3:

Additional International Dialing Instructions:
- An international calling plan is required on the phone being used to reach the hotline call center.
- Countries with multiple dialing options are a result of varying regional and/or telephone carriers. We recommend attempting all phone options, or you may wish to file your concern online.

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