

# AT&T World™ Quick Reference Guide

## Customer Service

 **When Traveling Outside the U.S. Call +1-916-843-4685**

 **Making Calls and Sending Messages While Outside the U.S.**

- When calling the U.S., the country code is “1”
- Calls or text, picture or video messages to the U.S.:  
Dial +1 (area code) (local number)
- Calls or messages to another country:  
Dial “+” (country code) (local number)

***Tip:** With most GSM devices, the “+” key will appear on your screen if you press and hold down the “0” key.*

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 **Checking Voicemail While Outside the U.S.**

1. Press and hold the voicemail retrieval key on your device (typically the “1” key).
2. Interrupt your personal greeting by pressing “\*”.
3. If requested, enter your voicemail password.

**Note:** *In some cases, you may reach the main voicemail system greeting. If so, just enter your 10-digit wireless number, then follow steps 2 and 3. International roaming charges will apply.*

 **Selecting a Frequency Band**

Unless your wireless phone’s frequency band is set to “automatic,” you may need to change the frequency setting on your phone to match the frequency of the network in the country you are visiting.

 **Making Calls and Sending Messages From the U.S.**

- Calls to another country: Dial “+” (or 011) (country code) (local number)
- Calls to Canada, Jamaica and many other Caribbean locations:  
Dial “1” (area code) (local number)
- Calls to mobile numbers in Mexico: Dial “+” (or 011) (52) (1) (local number)