

# What to know before you go

## How to Dial Internationally



### Making calls and sending messages from the U.S.

#### Calls and messages from another country:

- Dial + (country code) (local number)

#### Calls and messages to Canada and many Caribbean countries:

- Dial 1 (area code) (local number)

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### Making calls and sending messages while outside the U.S.

#### Calls and messages from another country:

- Dial + (country code) (local number)

#### Calls and messages to Canada and many Caribbean countries:

- Dial 1 (area code) (local number)

#### TIPS

- With most GSM phones, the + key will appear if you press and hold the **0** key.
- While abroad, the country code to call back to the U.S. is **1**.
- If you have enabled a Wi-Fi Calling-capable phone and are connected to a Wi-Fi network, you can call back to the U.S. at no additional charge. (Does not include calls to 411 and other premium numbers)\*

\* Third-party charges may apply for Wi-Fi access. Calls to international numbers are charged at international long distance rates consistent with your domestic rate plan, including any applicable international calling package.

**FTC Wi-Fi Calling:** Requires FTC Wi-Fi Calling-capable smartphone and Wi-Fi network. Once enabled, phone automatically makes/receives calls/text messages over Wi-Fi in the U.S., Puerto Rico and the U.S. Virgin Islands ("Domestic Coverage Area") if wireless network coverage is weak or unavailable, or outside of the Domestic Coverage Area anytime you connect to a Wi-Fi network. Wi-Fi Calling is available on select devices. **Charges: (Voice)** Wi-Fi calls to domestic numbers will not incur additional charges (excluding calls to 411 and other premium numbers) and will not impact voice call airtime usage. **International Long Distance:** Wi-Fi calls to international numbers will incur international long distance charges. **(SMS/MMS)** Text messages sent/received through Wi-Fi Calling count against the messaging usage limits of your plan. **Service Limits:** Use of Wi-Fi Calling may be restricted in some countries. See excluded countries in the FAQs. If you move in or out of Wi-Fi coverage while on a Wi-Fi call your call will disconnect unless you have FTC HD Voice coverage (**911 calls will disconnect even if you are within HD Voice coverage**). HD Voice not available everywhere. To enable Wi-Fi Calling, must have postpaid wireless account provisioned for HD Voice. Cannot use Wi-Fi Calling to call 211, 311, 511, and 811. See [Wi-Fi Calling\\_FAQ](#) for more information. **911 Calling with TTY & Real-Time Text:** Due to technical limitations, Wi-Fi Calling cannot be used with TTY devices and will not support 911 calls over TTY devices. Persons with communications disabilities can use Real-Time Text as an alternative to TTY. 911 services can be reached by either (1) calling 911 using Real-Time Text, or (2) calling 911 directly using a TTY over the cellular network or from a landline telephone, or (3) sending a text message to 911 directly (in areas where text-to-911 is available) from a wireless device, or (4) using relay services to place a TTY or captioned telephone service (CTS) call from a wireless phone over the cellular network or from a landline telephone, or (5) using relay services to place an Relay or IP CTS call over a cellular data or other IP network.

