

ConcernLINE Phone Numbers

Callers in the following countries may access the ConcernLINE by dialing the toll-free access number for that country or by following the country-specific directions described below.

* For any countries with * please refer to the instructions for AT&T USADirect® Access on page 3.

** Indicates "Wait for Prompt and then Dial"

^ Indicates second dial tone

‡ Available from select locations

Argentina	0800-666-1730
Australia	1-800-20-8932 or 1-800-14-1924
Austria	0800-298-684
Bahamas	1-866-811-3726
Belgium	0800-7-1417
Bermuda	1-866-811-3760
Brazil	0800-891-4177
Bulgaria*	00-800-0010 ** 800-511-7452
Canada	800-511-7452
Chile	1230-020-5495
China	10-800-110-0670 (China Telecom) or 10-800-711-0727 (China Netcom)
Colombia	01-800-912-0029
Cyprus	8009-0653
Czech Republic	800-142-728
Denmark	80-885619
Estonia*	800-12001 ** 800-511-7452
Egypt*	510-0200 ** 800-511-7452 (From Cairo) or 02-510-0200 ** 800-511-7452 (Outside Cairo)
Finland	08001-1-6575
France	0800-90-1703
Germany	0800-187-3586
Greece	00-800-11-008-3233
Guam	800-511-7452
Hong Kong	800-962-881
Hungary	06-800-17830
India	000-800-100-1075
Indonesia	001-803-1-008-3365
Ireland	1-800-558-549
Israel	180-940-009 or 00798-1-1-004-0083 or 00308-411-0518
Italy	800-788340

Japan	00531-11-4737 or 0066-33-801237 or 0044-22-11-2563 or 0034-800-900110
Kazakhstan*	8^800-121-4321 ** 800-511-7452
Korea	00368-110116 or 00308-11-0518 or 00798-1-1-004-0083
Latvia*	800-2288 ** 800-511-7452
Lithuania	Please follow collect call instructions on page 3
Luxembourg	800-201-11 Follow collect call instructions on page 3
Malaysia	1-800-80-3435
Mexico	001-800-613-2737
Netherlands	0800-022-5890
Netherlands Antilles*	001-800-872-2881 ** 800-511-7452
New Zealand	0800-450464
Norway	800-18540
Peru	0800-52-626
Philippines	1-800-1-111-0112
Poland	0-0-800-111-1561
Portugal	800-8-11215
Romania*	021-800-4288 ** 800-511-7452
Russia*	755-5042 ** 800-511-7452 (Moscow) 8^10-800-110-1011 ** 800-511-7452 or 8^10-800-120-1011 ** 800-511-7452 (other cities)
Saudi Arabia*	1-800-10 ** 800-511-7452
Singapore	800-110-1519
Slovenia	Please follow collect call instructions on page 3
South Africa	0800-980-082
Spain	900-97-1031
Sweden	020-79-0631
Switzerland	0800-56-1525
Taiwan	00801-10-4060
Thailand	001-800-11-008-3246
Turkey*	00-800-122-77 ** 800-511-7452
Ukraine*	8^100-11 ** 800-511-7452 ‡
United Arab Emirates*	0-800-121 ** 800-511-7452
United Kingdom	0808-234-7051
United States	800-511-7452
US Virgin Islands	800-511-7452
Vietnam*	1-201-0288 ** 800-511-7452

Instructions for AT&T USADirect® Access Calling

Callers who are required to follow the AT&T USADirect® Access instructions may access the ConcernLINE in the following manner:

Step 1 Make sure you have an outside line. If using a public phone, make sure it can be used to make international calls.

Step 2 Enter the AT&T USADirect® Access number for the country you are calling from (see the following pages for access numbers).

Step 3 When you hear the English-language voice prompt or series of tone prompts, dial 800-511-7452.

Step 4 A ConcernLINE specialist will answer your call. If you do not speak English or prefer to have an interpreter assist you in speaking with the ConcernLINE specialist, immediately tell the specialist which language you speak.

The specialist will then begin conferencing in an interpreter. As this happens, you will hear music and you should remain on the line. You will then hear a recorded message in your language confirming that an interpreter will come on the line shortly. An interpreter will then join your conversation to assist you and the specialist in completing the call.

Instructions for Collect Calling

If you are unable to access the ConcernLINE through AT&T USADirect® Access, you may do so by making a collect call to the ConcernLINE. To make a collect call, follow your country's protocol for reaching an international operator. Tell the operator you would like to make a collect call to the United States and provide the number 1-704-542-3827. When the operator asks for your name, say that you are a Tyco Electronics employee. The ConcernLINE specialist will accept your call.

If you do not speak English or prefer to have an interpreter assist you in speaking with the ConcernLINE specialist, immediately tell the specialist which language you speak. The specialist will then begin conferencing in an interpreter. As this happens, you will hear music and you should remain on the line. You will then hear a recorded message in your language confirming that an interpreter will come on the line shortly. An interpreter will then join your conversation to assist you and the specialist in completing the call.

‡ Available from select locations

§ Pay phones may require coin or card deposit.

^ Indicates second dial tone

CC Indicates collect call only

Argentina	0800-555-4288 (English) or 0800-288-5288 (Español) ‡
Australia	1-800-881-011 (Telstra) or 1-800-551-155 (Optus)
Austria	0-800-200-288 §
The Bahamas	1-800-872-2881
Belgium	0-800-100-10 §
Bermuda	1-800-872-2881
Bolivia	800-101-110
Brazil	0-800-890-0288 or 0-800-888-8288
Bulgaria	00-800-0010 ‡
Chile	800-225-288 or 800-360-311 § Dial 800-360-312 for a Spanish speaking operator.

	To place calls from cellular phones, dial *288
China	108-888 (North) ‡ or 108-710 (North / Mandarin) or 108-11 (South) ‡ or 108-10 (South / Mandarin)
Colombia	01-800-911-0010 or 01-800-911-0011 (Español)
Cyprus	800-900-10 §
Czech Republic	00-800-222-55288 ‡
Denmark	800-100-10
Egypt	510-0200 (Cairo) or 02-510-0200 (Other) §
Estonia	800-12001
Finland	0-800-11-0015 §
France	0-800-99-0011
Germany	0-800-225-5288 (New World Telephones)
Greece	00-800-1311 §
Guam	1-800-225-5288
Hong Kong	800-96-1111 or 800-93-2266
Hungary	06-800-011-11 §
India	000-117 ‡
Indonesia	001-801-10 ‡
Ireland	1-800-550-000 or 00-800-222-55288 From N. Ireland use the UK access number 0-800-89-0011
Israel	1-80-949-4949 or 1-80-922-2222
Italy	800-172-444 § Includes Vatican City
Japan	00-539-111 (KDDI) 00-665-5111 (Softbank Telecom) or 00-441-1111 (Softbank Telecom) § ‡
Kazakhstan	8^800-121-4321 §
Korea	00-729-11 (Korea Telecom) or 00-309-11 (Dacom)
Latvia	800-2288
Luxembourg	800-201-11 CC
Malaysia	1-800-80-0011 ‡
Mexico	01-800-288-2872 or 001-800-462-4240 §
The Netherlands	0800-022-9111 §
The Netherlands Antilles	001-800-872-2881
New Zealand	000-911 §
Norway	800-190-11
Peru	0-800-50-288 or 0-800-70-088 ‡ or 0-800-50-000 (Español)

The Philippines	105-11 or 105-12 (Tagalog)
Poland	00-800-111-1111 § ‡
Portugal	800-800-128 ‡
Romania	021-800-4288
Russia	755-5042 (Moscow) or 8^10-800-110-1011 or 8^10-800-120-1011 to place calls from within other cities. § ‡
Saudi Arabia	1-800-10
Singapore	800-011-1111 or 800-001-0001
South Africa	0-800-99-0123
Spain	900-99-0011
Sweden	020-799-111
Switzerland	0-800-89-0011 §
Taiwan	00-801-102-880
Thailand	1-800-0001-33 or 001-999-111-11
Turkey	00-800-122-77 §
Ukraine	8^100-11 ‡
The United Arab Emirates	0-800-121 §
The United Kingdom	0-800-89-0011 or 0-500-89-0011
Vietnam	1-201-0288 ‡

Please Note: These AT&T USADirect® Access numbers change periodically. For the most up-to-date information on international access codes, consult AT&T's website at <http://www.usa.att.com/traveler>

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