

Subject: Change to AT&T Service for Calls from Foreign Areas
Sent: Friday, 21 March 2003

The purpose of this E-mail is to provide you with important information regarding how employees and CPF staff members located in foreign areas will contact the AFPC/DPC toll-free numbers. We have been notified that employees and CPF staff members located in foreign area locations should begin using AT&T to access AFPC/DPC toll-free numbers and stop using MCI. In the past, only employees located in seven foreign countries could dial an AFPC/DPC toll-free number. Under the AT&T contract, employees calling from any country where AT&T offers servicing will be able to access the AFPC/DPC numbers.

We do request your assistance with publicizing the BEST/Internal AF Employee Line and the External Employment Job Line. For Langley, we would appreciate your assistance in notifying AFET employees. Using AT&T, here's how to call a toll-free number from outside the U.S.:

(1) Access the following web site to select the AT&T Direct Access Number for the country you are calling from:

http://www.att.com/international_business/dialing_guide/country-diallist.cgi.

(2) Select the country from which dialing -- and note the corresponding AT&T Direct Access Number.

(3) Dial the AT&T Direct Access Number on your telephone. For example, in Germany, it is 0-800-2255-288.

(4) Once you enter the AT&T Direct Access Number, an English-language voice prompt or an AT&T Operator will ask you to enter the 800, 866, 877 or 888 number you are calling.

(5) Dial the AFPC/DPC toll-free number you wish to reach -- for example: 800-997-2378 for BEST/STAIRS Internal Employee Line. There is no need to dial "1" before the toll-free number.

The AFPC/DPC toll-free numbers affected are:

a. **BEST/Internal Air Force Job Line (1-800-997-2378)**. Employees access the telephone automated system to receive general benefits information, personal benefits information, conduct benefits transactions (elections), self-nominate, obtain a job announcement, and to talk with a BEST Counselor/Recruitment Service Representative. The telephone automated system is available to employees 24 hours a day, 7 days a week. BEST Counselors are available Monday-Friday, 7:00 am-6:00 pm Central Standard Time (CST). Recruitment Service Center Representatives are available Monday-Friday, 7:30 am-4:30 pm CST.

b. **External Employment Job Line (1-800-699-4473).** External applicants access the telephone automated system to self-nominate, obtain a job announcement, and to talk with a representative. Customer Service Representatives in the Recruitment Service Center are available Monday-Friday, 7:30 am-4:30 pm CST.

c. **BEST CPF Line.** As always, please do not release the CPF Line number to active Federal employees serviced by BEST. CPF (or RPC) representatives can reach a Counselor using this line without going thru the Employee Line. It's a direct access line to BEST Counselors who are available Monday-Friday, 7:00 am-6:00 pm CST. Under the current procedures, this number is also provided to employees who have separated from Federal service and former spouses who need benefits information.

d. **BEST/Internal AF Jobs TDD Line (1-800-382-0893).** At this time, employees located in foreign areas will not be able to call the TDD Line.

From past experience, we have not had any problems with AT&T as a long distance carrier; however, should you experience any problems please report them as soon as possible to BEST. We will need the attached information when reporting problems.

We sincerely appreciate the support of you and your staff.

**Chief, Special Operations Division
Air Force Personnel Center**

Attachment:
Information Needed When Reporting Problems With AT&T

Attachment

Information Needed When Reporting Problems With AT&T

Base Name:

Base POC for follow-on questions:

Base POC commercial and DSN telephone number:

Commercial telephone number the person was calling from:

AT&T Direct Access Number dialed:

Local telephone carrier:

US 1-800 number attempting to contact to:

Date/time call attempted to be made:

Complete description of results: