

Direct Dial Dialing Instructions (United States, Canada, or Puerto Rico):

1. Reach an outside line (get a dial tone)
For example, if you are calling from an office you will need to dial something first before you hear a dial tone.
2. Dial the Direct Dial number for your country

International Dialing Instructions (ITFS):

1. Reach an outside line (get a dial tone)
For example, if you are calling from an office you will need to dial something first before you hear a dial tone.
2. Dial the ITFS number for your location:
 - **Dial the ITFS number EXACTLY as it is shown**
 - **Do NOT dial a country exit code or add any numbers in front of this number**
3. You will hear an automated greeting that says, "Thank you for calling your ethics reporting hotline. Please remain on the line while we arrange for an interpreter...".
 - Depending on the country you are calling from, the greeting will be in English or the native language of the country you are calling from and the language options will also vary. Choose the language you wish to proceed in.
4. The call will be answered by a live NAVEX Global Communication Specialist and an interpreter (if needed)..
 - **IMPORTANT:** It may up to 5 minutes (possibly longer for some languages) for NAVEX Global to obtain an interpreter. Please remain on the line until an interpreter is reached or until you are told an interpreter is unavailable.

International Dialing Instructions for countries with AT&T Direct Dial Access:

1. Reach an outside line (get a dial tone)
For example, if you are calling from an office you will need to dial something first before you hear a dial tone.
2. Dial the AT&T Access Code for your country:
 - **Dial the AT&T Access Code EXACTLY as it is shown**
 - **Do NOT dial a country exit code or add any numbers in front of this number**
3. You will hear a prompt. At the prompt, dial the toll free number for your organization exactly as it is shown.
4. You will hear an automated greeting with options to continue in different languages. Choose the language you wish to proceed in.
5. The call will be answered by a live NAVEX Global Communication Specialist and an interpreter (if needed).
 - **IMPORTANT:** It may up to 5 minutes (possibly longer for some languages) for NAVEX Global to obtain an interpreter. Please remain on the line until an interpreter is reached or until you are told an interpreter is unavailable.

Reverse Charge/Collect Call Dialing Instructions:

1. Reach an outside line (get a dial tone)
For example, if you are calling from an office you will need to dial something first before you hear a dial tone.
2. Contact your local operator
3. Request a reverse charge (also called "collect call") to be placed to the United States, to 503-906-8493
4. When the operator asks who is placing the call, give your company name. **DO NOT GIVE YOUR NAME**
5. The call will be accepted by NAVEX Global Contact Center