

# Consumer Guide

### **Check Basic Rates Before Making International Calls**

Basic rates are non-discounted rates for international calls from landline phones made by customers who have not signed up for a monthly international calling plan with their service provider or some other discounted calling option. Basic rate calling may be a convenient and cost-effective alternative for consumers who make occasional international calls because it doesn't require enrolling in a calling plan. However, the difference between basic rates and rates for other international calling options may be substantial. Consumers using basic rates for phone calls to mobile phones internationally also may incur additional charges. For more information on international calls to mobile phones, check the Consumer Guide: Surcharges for International Calls to Wireless Phones.

#### **Examples of Basic Rates**

Taken from rates posted in September 2019 for international calls to a few countries, the table below illustrates price differences between basic rates, monthly plans, and other options.

## International Calls from Landline Phones Basic Rates vs. Monthly Plans vs. Skype

	AT&T Basic Rate	AT&T Worldwide Value Calling	Verizon Basic Rate (Fios)	Verizon World Plan 300 (\$10.00/month)*	Skype
Calls to:		(\$5.99/month)			
Canada	\$1.55	\$0.05	\$0.05	\$0.05	\$0.023
China	\$5.00	\$0.11	\$0.15	\$0.15	\$0.020
India	\$5.00	\$0.28	\$0.28	\$0.28	\$0.015
Mexico	\$3.50	\$0.09	\$0.02	\$0.02	\$0.010
UK	\$3.50	\$0.08	\$0.08	\$0.08	\$0.023

<sup>\*</sup> Rates listed apply to minutes in excess of the 300 minutes included in the plan.

#### International Calls to Mobile Phones Basic Rates vs. Monthly Plans vs. Skype

	AT&T Basic	AT&T Worldwide	Verizon Basic	Verizon World Plan	Skype - Mobile
	Rate-Mobile	Value Calling (\$5.99/	Rate (Fios) -	300 (\$10.00/month) ·	•
Calls to:		month) - Mobile	Mobile	Mobile*	
Canada	\$1.55	\$0.05	\$0.05	\$0.05	\$0.023
China	\$5.00	\$0.11	\$0.17	\$0.17	\$0.020
India	\$5.00	\$0.28	\$0.29	\$0.29	\$0.015
Mexico	\$3.65	\$0.24	\$0.05	\$0.05	\$0.035
UK	\$3.70	\$0.28	\$0.29	\$0.29	\$0.10

<sup>\*</sup> Rates listed apply to minutes in excess of the 300 minutes included in the plan.

#### **How to Find Basic Rates**

Currently, both Verizon and AT&T have international basic rates for calls to every country in the world. They also have international basic rates for calls to certain specific companies like Inmarsat, Global Satellite, or Networks.



FCC rules require carriers that charge international basic rates to make them easily available to consumers on their website.

#### Major Carriers' Basic Rates Posted on the Web

- Verizon Basic Rates
- AT&T Basic Rates; AT&T Mobile Termination Rates

#### **Explore Alternatives for Your International Calling Needs**

To avoid paying basic rates for, consider other options to find the best rates for your calling needs. You can contact your service provider and sign up for an international monthly calling plan and confirm the price you will pay for countries you are likely to call, or use a company that offers international calling plans. For more information, see additional FCC consumer guides:

- International Long Distance Calling Made Simple
- FCC International Telephone Guides

#### **Consumer Help Center**

For more information on consumer issues, visit the FCC's Consumer Help Center at <a href="fcc.gov/consumers">fcc.gov/consumers</a>.

#### Alternate formats

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