

# Consumer Guide

## **Surcharges for Calls to International Wireless Phones**

Placing a long distance call from your wireline telephone in the U.S. to a wireless phone in another country may result in a surcharge on your bill in addition to your usual charges.

Many foreign countries use a "calling party pays" framework under which wireless phone subscribers pay only for the outgoing calls they place to others. The calling party must pay for calls placed to wireless phones. Consequently, when you call international wireless customers using your landline phone, foreign service providers may pass through to your U.S. service provider the additional cost of connecting the call, which shows up as a surcharge on your bill.

## Tips to avoid surcharges

- Check with your long distance service provider for more specific information about international wireless surcharges and for international rates.
- Check your service provider's website, which may list surcharges for calls to particular countries.
- Some countries use unique telephone numbers for wireless telephones. Check with your service provider for a listing of those numbers so you will know in advance whether calling a certain foreign number may result in a surcharge.

### **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**

To request this article in an alternate format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to <a href="fcc504@fcc.gov">fcc504@fcc.gov</a>.

Last Reviewed 12/31/19

