

Instructions for One-Time International Calls:

- a. City employee receives supervisor's approval to make international call
- b. City employee calls 311 at (213) 473-3281 for "one time help making an international call"
- c. City employee provides 311 with the following information:
 - 1. Employee's First/Last Name
 - 2. Employee's Dept./Division
 - 3. Employee's Work Phone and Email
 - 4. Employee's Supervisor's Name and Email
 - 5. Country, Phone Number, and business reason for making the international call
- d. Once 311 gets a connection on the international end, the call is transferred and the employee is now on the call with the international number (311 is off the call).