


Remote Services	Helpdesk Contact Numbers	
<p><b>FM Remote Access Portal</b></p> <p><a href="http://home.fmi.com">http://home.fmi.com</a></p> <p>To gain access to Remote Services, all users must have a valid User ID and password and appropriate remote access privileges.</p>	<p><b>Asia Pacific Helpdesk 543-2345</b> International Number +62-901-432345 E-mail : <a href="mailto:mis-helpdesk-ptfi@fmi.com">mis-helpdesk-ptfi@fmi.com</a></p> <p><b>North America Helpdesk 366-7000</b> International Number is +1-602-366-7000 / 1-800-528-1182 ext. 7000 E-mail : <a href="mailto:phx_supportcenter@fmi.com">phx_supportcenter@fmi.com</a></p> <p><b>South America Helpdesk 873-1111</b> International Number is +56-2-873-1111 E-mail : <a href="mailto:sahelpdesk@fmi.com">sahelpdesk@fmi.com</a></p> <p><i>Helpdesks are available 24 hours, 7 days</i></p>	 <p><b>PT FREEPORT INDONESIA</b></p> <p><b>Dialing Guide</b></p>

Inbound Calling Instructions	Outbound Calling Instructions	
<p>To access the PTFI Telephone Network from an external telephone (eg. Hotel):</p> <p><b>From Australia</b> (07) 4080-2299 &lt;TONE&gt; + FAC &lt;TONE&gt; + PTFI Number (7 Digit Number)</p> <p><b>From Indonesia</b> (021) 259-1890 &lt;TONE&gt; + FAC &lt;TONE&gt; + PTFI Number (7 Digit Number)</p> <p><b>From the United States</b> (504) 582-4686 &lt;TONE&gt; + PTFI Number (7 Digit Number)</p> <p><b>International Toll Free Numbers</b></p> <p><b>From Australia</b> – 1-800-12-8804  <b>From Indonesia</b> – 001-803-011-2485  <b>From Singapore</b> – 800-1100-259  <b>From Spain</b> – 900-96-1977 **  <b>From the United States</b> – 800-350-6118</p> <p>**These number rings to the company operator in NOLA and is only available between 7:30 -- and 18:00 CST.</p>	<p><b>Cairns Public Access</b></p> <p><b>Local</b> 550-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + Number</p> <p><b>Long Distance</b> 550-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + 0 + Area Code + Number</p> <p><b>International</b> Calls to New Zealand, Papua New Guinea, and other South Pacific Countries only.</p> <p>550-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + 0011 + Country Code + Area Code + Number</p> <p><b>Jakarta Public Access</b></p> <p><b>Local</b> 520-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + Number</p> <p><b>Long Distance</b> Within Indonesia Only 520-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + 0 + Area Code + Number</p>	<p><b>New Orleans Public Access</b></p> <p><b>Local</b> 582-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + Number</p> <p><b>Long Distance</b> Calls within the US &amp; Canada 582-9999 &lt;TONE&gt; + FAC &lt;TONE&gt; + 9 &lt;TONE&gt; + 1 + Area Code + Number</p> <p><b>International</b> Calls outside of the US excluding Australia, Indonesia, Papua New Guinea, New Zealand and other South Pacific Countries. 582-9999 &lt;TONE&gt; + FAC + 9 &lt;TONE&gt; + 011 + Country Code + Area Code + Number</p>