

## Using a Phone in Moscow

**How to dial from Moscow.** The phone code of Moscow is 495. If you phone **inside Moscow**, you should just dial the 7-digit number. If you phone to **another country**, dial 8, wait for a long tone, dial 10 (for international access), then the code of the country, of the city, and the phone number you need. If you phone to **another town in Russia**, dial 8, wait for a long tone, and then dial the code of the city, followed by the local phone number. If you phone to a **mobile phone**, which doesn't have a direct Moscow number, dial 8, wait for a long tone, and then dial the number (for example, 910 555-5555). **Using public phones.** Most

of the payphones require a phonocard, which you can buy at any metro station's ticket office. Each phone has an instruction in English on the display and you can change the language of it by pressing the button "L". The telephone card - Tele`fonnaya `Karta - can be for 20 units (minutes) - 60 R (\$2) or 50 units (one hour) - 105 R (\$4). The public phones are usually located near or inside all metro stations and at the other popular places.

It's possible to use those public phones for international calls too, but it's very expensive, better consider the options below.

**How to communicate with the outside world?** First, you can phone from the hotel or hostel you're staying in. Usually hotels charge much more than it really costs, so it's not a very good idea. If you live in an apartment, the price would be around 20R (\$0.7) a minute if the call goes through MGTS local provider (it will, in most cases). You can also go to the Tverskaya ulitsa, 7 (central telegraph, opened 24 hours) or to another **telegraph office**. You can order a telephone call or send a fax anywhere. A call to Western Europe is around 20 roubles (0.7\$) a minute. For some reason, there are no special 'budget call centers' in Moscow as in some other countries. Another way to phone abroad is to make a **collect phone call**. In this case, you will not pay for the phone call, but the party you're phoning to will. You can do it by dialing AT&T access number in Moscow (755-5042 or 747-3323), dialing the number you wish to reach, waiting for an operator to answer (English-speaking only) and telling him / her you'd like to make a free phone call to this number. You will need to repeat the number again to the operator, then you'll be connected, the person you're phoning to will be asked if he's willing to pay a phonecall from Russia, and voila. **The cheapest way to phone abroad**, is to use a **special telephone card for IP-telephoning**. You can use these cards

from any phone in Moscow, even public ones. Just dial the Moscow access number written on the card, switch to the tone mode (usually a \* (star) button), dial your PIN and then the number you're calling. There are many companies selling those cards, such as Comstar (Maxicard) or Rinotel, besides they have an English-language menu to explain you what to do while calling. Those cards can be bought either directly from the providers or easier from the telecom shops (sa`lon s`vyazi - usually next to metro stations -- the places where cell phones and accessories are sold).

Regarding the prices, IP-cards from MTU cost 150 R (\$5) and one minute of speaking with US, Canada, Western Europe costs \$0.2. Even if you're calling from a public phone, the phonecall will cost you the same \$0.2, plus \$0.07 a minute you'll have to pay for the payphone. You can also buy **phonecards online**, this way you will be able to use your card instantly. WayToRussia.Net together with MasterBell offers this service to our readers through Way to Russia Budget Phonecards shop. The rates are \$0.10 per minute if you call from Moscow abroad, and \$0.02 per minute if you call from USA to Russia. The quality is perfect if you use the card from Russia or USA, but don't buy it if you intend to use it in a European country. Here's a list of some **IP telephony providers** in Moscow. **Rinotel**. Address: Sofiyskaya embankment, #30/3, (zamoskvorechie area, south center, metro Tretyakovskaya). Phone: 792-5404, fax 792-5405, internet: [www.rinotel.ru](http://www.rinotel.ru) e-mail: [rinoinfo@rgc.ru](mailto:rinoinfo@rgc.ru) | **Comstar**. Address: Dmitrovsky pereulok, #3, build. 1. Contacts: tel 956-0000, fax 956-0707, internet: <http://www.comstar.ru/>

## Using Mobile Phones in Moscow

The most widely used standard for mobile phones in Moscow is GSM-900 and GSM-1800, which are primarily European standards. However, there are some networks which work in American standards (CDMA). The three main Moscow and Russian mobile operators are MTS (Mobile TeleSystems - <http://www.mts.ru/>), BeeLine (Vympelkom) (<http://www.beeline.ru/>), and Megafon (<http://www.megafon.ru/>). All of them cover the biggest Russian cities as well as well populated rural areas. Megafon has the best coverage between Moscow and St. Petersburg and an English-language support menu. MTS is considered to have the best connection quality, but they are slightly more expensive. BeeLine has a good coverage in Siberia. All the operators have the same level of service and about the same prices: about \$0.20 for a minute of a local call (incoming or outgoing), and \$0.15 mobile to a mobile. Megafon offers calls to Europe and USA for only \$0.35 / minute if you subscribe to one of their contract plans (starts from \$35 US / month with 200 minutes

included). Normally, you will be able to subscribe for a short period of time, because there are no 1-year minimum term contracts in Russia -- you can usually cancel with 1 month notice. To subscribe, you just can go to any telecom shop (there are many), pay a set-up fee (\$30-\$90) and a deposit \$35-\$40 which will directly go on your account, and you'll have a new SIM card and phone number. Just make sure your mobile isn't blocked by another provider. Once subscribed, if you want to add money to your account, you can buy a top-up card, which is sold in most shops. If you want to know more about different mobile networks in Russia, their tariffs, coverage, and services, please, read our **Settling in Russia Guide / Getting a Mobile Phone** section.

## **Sending the Post in Russia**

If you want to send something by post from Russia, you can do it either through the government post service or a courier service - the difference is the price and speed. **State post service.** The government post system in the whole Russia is unexpensive, not quality enough and slow, either if you send it inside or outside of Russia. Besides, sometimes the letters don't come at all. It'll be ok in the most cases with the parcels though. **How to send it.** You should buy the post stamps at a post office, which you can find by Pochta sign. Post offices usually work monday - friday from 9.00 to 19.00 and saturday - 9.00 to 17.00, sunday is day off. The stamps you need to send a letter to Western Europe will cost around 12 R (\$0.5). For that price your letter will arrive in 2-4 weeks. You can send your letter or postcard by putting them at any of the light blue post boxes on the streets or directly at the post office (better). Sending an average (around 500gm) parcel costs around \$15 A more secure option is to go directly to the main post office of Moscow - Tsentralny Telegraph (Central Telegraph), it's on Tverskaya ulitsa, #7. It'll cost around \$3 to send a letter from there and it'll take 2 weeks for it to arrive.

**Courier services.** It costs about \$50 US to send a letter with a major courier service (see contacts below) from Russia to Europe, and about \$70 US to the USA. It should take about 1 to 3 business days to arrive. **DHL Express.** Address: 8 Marta Ul., #14. Contacts: tel 956-1000, 961-1000, fax 974-2105 internet: <http://www.dhl.ru> | **Federal Express.** Address: Aviatsionny pereulok, #8/17. Contacts: tel 234-3400, fax 234-9942. email: [euromaster@fedex.com](mailto:euromaster@fedex.com) internet: <http://www.fedex.com> | **TNT.** Address: Svobody Ul., #31. Contacts: tel 797-2777, fax 797-2778, email: [tnt@tnt.ru](mailto:tnt@tnt.ru) internet: <http://www.tnt.com> | **UPS.** Address: Bolshoi Tishinsky pereulok,

#8, build. 2. Contacts: tel 961-2211. fax 254-4015. internet:  
<http://www.ups.com>

From: <http://www.sras.org/>

### **Emergency numbers**

Fire - 01

Police - 02

Ambulance - 03

### **Airports**

Inquiries (Bykovo, Domodedovo, Sheremetyevo I, Vnukovo) - 941-9999

Sheremetyevo 2 - 956-4666

Ticket Booking - 155-5003/6494

**City air terminal** - 941-9999

**Railway terminals Inquiri** - 457-4050; Southern - 118-7811

**Bus terminal Inquiries** - 468-0400; Ticket Booking - 468-3401

**Lost & found documents** - 200-9957

### **Telephone, telegraph & post**

International telephone exchange - 8-190, 8-194, 8-196

Long distance calls 8-11--8-18

International Post Office - 114-4645

Central Telegraph Office - 504-4444

### **Lost & stolen credit cards**

American Express - 956-9013

Cardcenter - 956-1096/0743

Diners Club - 912-0009/0752 Plastics Cards Department - 737-5800

STB Cards - 230-5684/85/86

Union Card Processing Company - 943-0019, 947-9196

United Cards Services - 956-4806/3556

Also, please keep in mind that **most of the embassies** have Citizens' Services Desk where you can ask for assistance. I am listing just a few major embassies contact information. If your country hasn't made my abbreviated list, please go to [www.embassyworld.com](http://www.embassyworld.com) for information on embassies worldwide.

### *United States of America*

Address: Novinsky boulevard, 19/23

Phone: 728-5000

Fax: 728-5090

*United States of America (Consular Section)*

Address: Novinsky boulevard, 19/23

Phone: 728-5517/4572

Fax: 728-4572

## Post and Phones in Russia

### **Mail Services**

Post Office Every urban center in Russia has a Central Post Office (Glavpochtamt), which also sells stamps and envelopes, and usually fax services, Internet time, and telegraph services too. Your SRAS Student Guide will tell you where yours is and list one close to campus.

Moscow: 26 Myasnitskaya St., Moscow, 101000, Russia. Tel: (495) 925-8623 or 924-6597. Fax: (495) 975-2421 or 924-7503

St. Petersburg: 9 Pochtamtskaya Ul., St. Petersburg, 190000, Russia. Tel: (812) 312 8302. Fax: (812) 312-60-29

Private Mail Services There are several in Russia including DHL ([www.dhl.ru](http://www.dhl.ru) tel: 7-095-916-1000) and FedEx ([www.fedex.com/ru/](http://www.fedex.com/ru/) tel: 7-095-787-5555). There are also some less expensive ones established mainly for expats – usually they advertise in English-language papers. If you will be in Russia for several months and need to receive important documents it is worth opening an account. Otherwise, it's not, given the easy access to email these days. For sending postcards and letters, the Russian post is slow but acceptable, but know that packages sent from America sometimes still get "lost." Find any postal code in Russia! <http://postindex.yip.ru/> (site in Russian)

**Calling to Russia** In Russia, city codes can be three or four digits long (see the brief list below) and numbers are usually written in the following format: 7-(111)-222-33-44 or 7-(1111)-22-33-44. So, to call from the US, the following format is used: **011-7-(city code)-(Russian number)**. If you expect that friends or family will be calling you regularly, we advise seeking out one of several programs offering much better rates to Russia – as low as 5 cents per minute! If you would like information about some of these programs, contact SRAS.

Some City Codes: **Note:** Some mobile phones may have different codes like 921, 916, 905, etc. These are "federal" numbers allocated to the mobile system.

Moscow: (495); St. Petersburg: (812); Sochi: (8622); Irkutsk: (3952); Nizhny Novgorod: (8312).

There are several inexpensive options for calling to Russia. Here we list a few that we have come across.

<http://www.enjoyprepaid.com>  
<http://www.paytone.com/p/info.php/Champion>  
<http://speedypin.com/phone/cards/Russia>

**Calling from Russia** We recommend cards from "Matrix" for the cheapest rate and ease of use (around 7-9 cents per minute). These cards can be bought at small kiosks which dot most Russian cities. You may also place Internet calls very cheaply, if not for free. Visit <http://www.skype.com> for details, and see below for information on using the Internet in Russia.

Using Payphones Payphones are everywhere in Russia (payphone is "*taksofon*" in Russian), but you will find that they generally require two phone cards for long distance calls. Both cards may be purchased from innumerable kiosks scattered throughout any Russian city. The first has a built-in microchip; this one will make the phone operate when inserted. Then, you can use your calling card number (on the second card) and follow the directions thereon. These directions can be quirky, and are probably printed in Russian, so be prepared to try a few variations to get it right. On some phones, you will need to press the star key (or another) to begin speaking once your party has answered.

#### Calling home using a calling card

##### Moscow access numbers

AT&T access: 755-5052  
MCI access: 747-3322 and 747-3320  
Sprint access: 155-6133

##### St Pete access numbers

AT&T access: 325-5042  
MCI access: 346-8022  
Sprint access: 8-10800-497-7255

Access numbers elsewhere AT&T access: 8-10800-497-7211 MCI access:  
no general number Sprint access: 8-10800-497-7255

**Cell Phones** After an initial fee of approximately \$100 for a phone, simcard, and an account, you pay for only the calls you make by purchasing pre-paid calling cards. **MegaFon** is rapidly becoming very popular mainly due their program which allows free incoming calls, but is not noted for consistent, reliable service. **BeeLine** seems to carry the strongest signal in Moscow, and have the happiest customers. **MTS** is fairly inexpensive and decently reliable (but doesn't service Volgograd, for some strange reason). Cell phones are an excellent boon to one's social life, and it is always reassuring to know that you can always call the embassy from anywhere in the event of an emergency.

From: [http://www.usa.att.com/traveler/access\\_numbers/country/instructions.jsp?iso2=RU](http://www.usa.att.com/traveler/access_numbers/country/instructions.jsp?iso2=RU)

## Detailed Dialing Instructions for Russia

**Your access number for calling from Russia:**

**(Moscow) 755-5042**

**(Moscow) 755-5555**

to place calls from within Moscow

**(St. Petersburg) 325-5042**

to place calls from within St. Petersburg

**8^10-800-110-1011**

to place calls from within other cities

**Tips for making calls in Russia**

- Pay phones may require coin or card deposit.
- Available from select locations.
- Extra charges to call from outside city.
- To place calls from areas outside of Moscow dial 8-495-755-5042. To place calls from areas outside of St. Petersburg dial 8-812-325-5042 (service suspended). Additional charges apply when calling outside of Moscow and St. Petersburg. From Ekaterinburg, Irkutsk, Novosibirsk, Omsk, Rostov-on-Don, Samara, Vladivostok and other cities, dial 8, wait for a second dial tone, then dial 10-800-110-1011 (not available from public phones)

**Just follow these easy steps when placing a call from Russia:**

**If you are paying with an AT&T CALLING CARD (not a PrePaid phone card):**

1. Dial the AT&T access number provided above.
2. An English-language voice prompt will ask you for the telephone number you are calling.
  1. For calls to the U.S., dial the area code and 7-digit number you are calling.
  2. For calls to other countries, dial 01, the [country code](#), [city code](#), and the local number.

**Note:** drop any leading zeros from country or city codes: e.g., if the code is 012, only enter 12.
3. After the tone, enter your regular AT&T Calling Card number (not the international number).
4. To place another call, do not hang up, press # and follow the prompts. If you need assistance, press zero or stay on the line and an AT&T Operator will assist you.

**If you are paying with an AT&T PREPAID PHONE CARD (not a billed calling card):**

1. Dial the AT&T access number provided above.

2. An English-language voice prompt will ask you for the telephone number you are calling.
  - l. Dial the toll-free number on the back of your AT&T PrePaid Phone Card.
    - . When prompted, dial the AT&T PrePaid Phone Card PIN or Account Number.
3. For calls to the U.S., Canada or the Caribbean, press 1 and follow the prompts.
  - l. Dial the U.S. [area code](#) and 7-digit number you are calling. For calls to other countries, press 2 and follow the prompts.
  - l. Dial the [country code](#), [city code](#), and local number you are calling;  
**Note:** drop any leading zeros from country or city codes: e.g., if the code is 012, only enter 12.
4. To place another call, do not hang up, press # and follow the prompts.

#### **If you are paying with a CREDIT CARD:**

1. Dial the AT&T access number provided above.
2. An English-language voice prompt will ask you for the telephone number you are calling.
  - l. For calls to the U.S., dial the area code and 7-digit number you are calling.  
**Note:** calls to other countries can not be made using a credit card.
3. After the tone, enter the credit card number from your MasterCard,<sup>®</sup> Visa,<sup>®</sup> American Express,<sup>®</sup> Discover<sup>®</sup> Network or Diners Club<sup>®</sup> Card; follow the prompts.
4. To place another call, do not hang up, press # and follow the prompts. If you need assistance, press zero or stay on the line and an AT&T Operator will assist you.

#### **If you are placing a COLLECT CALL to the U.S.:**

1. Dial the AT&T access number provided above.
2. An English-language voice prompt will ask you for the telephone number you are calling.
  - l. Press zero or stay on the line and an AT&T Operator will assist you.

#### **INSTRUCTIONS FOR PLACING CALLS FROM THE USA TO ANOTHER COUNTRY:**

- A. If you are **dialing direct from home:**
  - l. Dial **011** + [Country Code](#) + [City Code](#) + Local Number

**Note:** drop any leading zeros from country or city codes: e.g., if the code is 012, only enter 12.

**B.** If you are using an **AT&T Calling Card** (not a prepaid card):

- ) Dial **01** + [Country Code](#) + [City Code](#) + Local Number

**Note:** drop any leading zeros from country or city codes: e.g., if the code is 012, only enter 12.

- ) After the tone, enter your regular AT&T Calling Card number (not the international number).

**Note:** To place another call, do not hang up, press # and follow the prompts.

If you need assistance, press zero or stay on the line and an AT&T Operator will assist you.

**C.** If you are using an **AT&T PrePaid Phone Card** (not a billed calling card):

- ) Dial the toll-free number on the back of your AT&T PrePaid Phone Card.

- . When prompted, dial the AT&T PrePaid Phone Card PIN or Account Number.

For calls to Canada or the Caribbean, press 1 and follow the prompts.

- . Dial the U.S. [area code](#) and 7-digit number you are calling. For calls to other countries, press 2 and follow the prompts.

- ) Dial the [country code](#), [city code](#), and local number you are calling;

**Note:** To place another call, do not hang up, press # and follow the prompts.

To place another call, do not hang up, press # and follow the prompts.