

## I. Telephone and Faxes network in Vietnam

### Vietnam communication network

#### *Fixed telephone and fax*

- Provided by Vietnam Post and Telecommunication (VNPT) and Viettel;
- Phone number code: **Seven digits** (for Hanoi and Ho Chi Minh City only) and **six digits** (for other cities). Each city has its own code (**city code**), such as: 4 (Hanoi), 8 (Ho Chi Minh City), 54 (Hue) etc...

#### *Mobile phones*

- Provided by VNPT, Viettel and some other state-owned companies, including:
  - GSM**: Vinaphone (code: 91), Mobiphone (code: 90), Viettel (code: 98);
  - CDMA**: S-phone (code: 95) and EVN-Telecom (code: 96)
- Using GSM 900/1800 with **standard SIM card** which is compatible with most of Asia, Europe and Australia, but not with North America;
- Phone number code: **Network code + seven digits** (e.g: 098.9992988)

#### *City phone (available in Hanoi and Ho Chi Minh City)*

- Provided by VNPT, a mixture between mobile phone and fixed telephone, offers cheaper cost, mobility but limited usage (within the city only);
- Phone number code: **7 digits, begins with '91'** (e.g: 9176613)

### Costs

Charges are depended on the service providers.

- International calls cost around US\$1 per minute but may be higher at hotels. A **cheap er alternative** is to make these calls from the post office. Reserve charges or collect calls are possible to most, but not all, including: France, Australia, Japan, Canada, New Zealand, Denmark, Switzerland, the UK and the US.
- In-city calls are cheap and usually **free** at most of hotels and restaurants for tourists;
- City-city calls are depended on the destination city, from 500d to 3,000d per minute;
- Tel-to-mobile calls cost around 1,200d per minute;
- Mobile-to-mobile calls cost around 2,500d to 3,000d per minute. Instant message (SMS) costs 400d for domestic and US\$1 for international one.

### Make direct calls

International code: 00

Domestic code: 0

Vietnamese code: 84

**To Vietnam:**

00 + 84 + [city / network code] + [phone number]

**From Vietnam:**

00 + [destination-country code] + [phone number]

**Within city:**

[phone number]

**To other city:**

0 + [city code] + [phone number]

**To city phone:**

0 + [Hanoi or Ho Chi Minh City's code] + [phone number]  
(dial phone number directly when you are in the same city)

**To mobile phones:**

0 + [network code] + [phone number]

**From mobile phones:**

0 + [city / network code] + [phone number]

### **Discount options**

- **171 service:** dial 171 at the beginning of any calls (or at the end when call to mobile)

phones), save up 50%;

- Make call between **11pm to 7am** and **weekends**, save up 20%;
- Buy a **SIM card with local number** for your mobile phone. It's more convenient to receive any calls such as from relatives and sometime cheaper than using hotels' service;
- Using **roaming service** to use your phone number in Vietnam (if not expensive).

### Important phone numbers (available in every Vietnam cities)

113 Police

114 Fire Brigade

115 Ambulance

1080 Information about society, economy, culture (in Vietnamese, English, French)

101 Long Distance Domestic telephone service

102 Directory assistance for long distance domestic telephone service

103 Operator-assisted long distance domestic telephone service

110 International telephone service

112 International telephone service rate

113 International telephone service inquiries

116 Phone number inquiries

117 Time inquiries

118 Ring back test

119 Advice on telephone repairs

1088 Consultation in areas of health, law, informatics, psychology, living skills...

See [Vietnam Yellow Pages](#) for more information.

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## II. Postal Service in Vietnam

Post Office ("**Buu Dien**" in Vietnamese) appears in every city, town, village and rural sub-district, opens from 6.30am to 9pm, including weekends and public holidays. International postal rates are similar to those in European countries.

Items mailed to international destinations: regular service takes a month, airmail service takes five to ten days, express-mail service (**EMS**) takes less than 5 days and everything is registered.

FedEx, DHL and UPS are reliable for small parcels or documents and available in Hanoi and Ho Chi Minh City.

Postcards cost from 7,000D to 15,000D, depending on the destination.

Receiving even a small package from abroad can cause a headache, and large ones will produce a migraine. If the parcel contains books, documents, video tapes, computer disks or dangerous goods, it's possible that a lengthy inspection will be required, which could take anywhere from a few days to a few weeks.

### **Local, international mail service includes the followings**

Letters & Postcards Publications, publications for the blind, small packages. (Weight limit of small package is not over 2kg).

### **Parcels - Local and Overseas**

Weight limit of local parcels is defined by post. office of each province. General maximum weight for one parcel is 31.5 kg.

### **Postal Financial Services**

1. Remittance by mail & telegram is provided throughout : the country .Vietnam Postal Service has opened one way international remittance service from France, Japan, Belgium, USA, Czech, Slovakia, Latvia, Singapore, China, Malaysia to Vietnam.

2. Express money transfer is available in towns, centers of cities and provinces within Vietnam.

3. Post Saving is provided throughout the country in the following ways:Time Saving

- Demand Saving

- Collection Saving

- Personal Saving Account

- Pay salary in personal saving account

Telegraphic bouquet service: including telegraphic bouquet with congratulation, greeting and telegraphic bouquet with condolence

## **Press Distribution**

1. Newspapers and magazines are      retailed at any Post Office and Kiosk.
2. Period subscription of      domestic and imported publications:

Customers can purchase domestic press at any Post Office at any time with long-term or subscription modes.

- For subscription of      imported overseas publications, Post; Office will announce the list of      those and receive orders 2 times a year.

- Post Office will deliver      publications at customers' addresses.

## **Express Mail Service (EMS)**

Express Mail Service (EMS) delivers letters, parcels, mail items, goods.. domestically & internationally on schedule of VNPT as announcement to each region & country. Weight limit for EMS parcels to overseas depends on the agreement with target country. EMS is available in 54 cities and provinces within Vietnam and to 51 countries in the world.

## **Other postal services**

- Consignment post service
- Subscribing mail boxes      service
- Unaddressed mail drop      service

- PTN service (From Hanoi to Ho Chi Minh City, Quang Ninh, Haiphong, Hai Duong)

### **Accept delivering of postal and parcel with special service**

When sending postal items and parcels, customers can use other special services as following:

- Par avian: Items and parcels are transported by airway (If airway is available on the line).
- Registered: Parcels will be tracked by separate codes, recorded in to files during processing in order to be traced when necessary.

*Certification at sending (A parcels):* A parcels are normal parcels with certification of sending. Senders should pay at the price & will be issued receipts.

*Express mail service:* Senders require immediate delivery of parcels to receivers after arrival. This service is available for the receiver. With address within delivering area of the Post-Office in the cities & towns, accepting request at the time of applying postal items & parcels.

### **Postal items and parcels using Post Retante are not allowed to use express.**

- Advice of Delivery: Service provider is responsible for informing the senders of delivery
- A Main Propre: Items & parcels will be delivered to receivers whose names and addresses are indicated on them.
- Post Restante: P & T will keep items and parcels at delivery post office and receivers themselves will receive there.

- Items Pasted at the address requested by the sender: Provided when senders request or have contracts with Post Office.

- Items delivered to the address requested by the sender or the addressee: Provided when senders or receivers order Post offices to deliver at requested addresses once or usually, except postal items under 500gram.

- Insured items: Senders enumerate articles' value. Items and parcels are insured by the value of price stated maximum stated price for a document article is 1,000,000 dong and for a goods article is 30,000,000 dong.

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### **III. Internet Access in Vietnam**

Today the Internet is widely available throughout towns and cities in Vietnam, including **dial-up** (VNN1260 or VNN1269) and

#### **ADSL**

(MEGA VNN). ADSL services are used in most hotels, guesthouses and cyber cafés while dial-up services can be used through telephone line.

Hotels and guesthouses may apply varied charges on internet usage. **Cyber cafés** are a good choice with just 2,000 to 3,000d per hour. Many

#### **post offices**

also offer this service.

It's easy for tourists to get access to the internet here: what you need is only your personal notebook or laptop (with "standard" modem) as hotels offer several facilities in the room. You can buy **prepaid cards** to save cost. They are sold at most post offices. Remember that the **po**

#### **wer supply voltage**

may vary from that at your home, risking damage your equipment. So use it with care!

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