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Sommario/riassunto	Around the world, telephone helplines have proved to be an accessible, affordable and acceptable source of HIV/AIDS information, counselling and referrals for callers from all walks of life. First initiated in high-income countries, helplines have expanded into many low- and middle-income countries, particularly as the latter improve their telecommunications infrastructure and identify HIV/AIDS as a pressing social concern. This Best Practice Case Study offers an opportunity to learn from the experiences of well-established helplines in India, the Philippines, South Africa, and Trinidad and To