

International Number Dialling

If you need to dial international numbers from your IP-PBX the following steps need to be used:

Step 1: Make sure you are dialling the correct code prefix

Most International numbers will be given to you with a + sign as a prefix. This must be replaced with 00 followed by the international code. Examples:

- USA Dialling Code: 1
Google Headquarters USA: +1 650 253 0000 You Dial: 001 650 253 0000
- UK Dialling Code: 44
Harrods: +44 (0)20 8479 5100 You Dial: 0044 20 8479 5100
- Australia Dialling Code: 61
Sydney Opera House: +61 2 9250 7111 You Dial: 0061 2 9250 7111

Step 2: Make sure your IP PBX Outbound Route allows for International dialling

When setting up the outbound call routes in the IP PBX system, you can block or allow international calls by changing the dial pattern allowed:

- 10 X's (XXXXXXXXXX) – This will only allow 10 digits to be dialled, therefore eliminating the possibility of dialling international numbers. This can be set per extension, therefore only blocking certain individuals from dialling international numbers.
- X. – This will allow any amount of digits to be dialled, and will therefore allow international dialling.

*If you are unable to dial international calls contact your DSL Telecom Branch to change your outbound route.

Step 3: Make sure international call barring is not activated on your network providers side (Telkom, Vox, Neotel etc.)

- Each network you use to make external calls can block you from dialling international numbers on the network side.
- This is the safest way of blocking international calls.

*If you are unable to make international calls contact your network (Vox, Telkom, Neotel etc) to deactivate intl call barring.

Step 4: Security Considerations

- If you do not make international calls as part of your day to day business then protect yourself from the very real potential security threat of toll fraud and block international dialling completely.

The following steps can be taken to prevent unauthorised international calls being made from your phone system, avoiding unexpected and potentially high international phone bills:

- Restrict your outbound route on your PBX to 10 X's e.g. XXXXXXXXXXXX
- Activate international call barring on your network's side (Telkom, Neotel, etc)