## **International Calls not Working**

See this <u>article</u> for a guide in making an international call. Otherwise, check the details below for more tips when you encounter an error.

- 1. Make sure <u>International calling</u> feature has been enabled (For VoIP services, <u>contact us</u> to enable)
- 2. If the international number you wish to call starts with a 0 (zero), you must drop this digit when dialing the number. The 0 (zero) is a so called "trunk code" used for domestic calls within many countries.

Here's a <u>list of trunk codes</u> for all countries. An exception to the Trunk Code rule explained above is Italy, where geographic area codes start with zero.

You may visit this <u>website</u> to check how to dial internationally from Australia to any countries.



Check out the calling rate per minute on our <u>international call rates</u> support page, or select the type of service you are using, then click **International** tab.



## INTERNATIONAL RATES

## **International Roaming**

For information on International Roaming, please view our International Roaming Page

Select a country, you can filter options by typing in the list

## Online URL:

https://articles.spintel.net.au/article/international-calls-not-working.html