

VoIP Dialing Procedures - Continental North America

When using our PBXSystem.ca VoIP Phone Service, to dial **North American local and long distance**, you **DO NOT need to dial 1.**

Simply dial all (NANP*) North American numbers **with-out the 1** before the area code:

Eg.: To call from Toronto to Halifax - simply key in or dial: NXX-XXX-XXXX, IE: **902**-XXX-XXXX

Eg.: To call from Toronto to Los Angeles - simply key in or dial: NXX-XXX-XXXX, IE: **213**-XXX-XXXX

NOTE: If your PBX Phone System has been set-up with "Hunt Dialing" you will still need to add the Hunt Group Digit before the dial number, IE: 9-NXX-XXX-XXXX, or 5-NXX-XXX-XXXX.

Standard VoIP Accounts - International Calling is disabled. Standard VoIP Service is for North American Continental calling only. If you require "International Calling" outside of the North America continent - we can enable this separately for your company. International Calling is a "metered / per minute cost" which is calculated differently for each country, area code and type of call made to different country termination points in most cases. IE: Landline vs. Mobile phones may cost more to call per minute depending on the country called. *NANP = North American Numbering Plan - see page 2 for listing of NANP regions.

VoIP Dialing Procedures - International Long Distance Calling

If you require International Long Distance calling outside the continental North American region, this will require a separate outbound VoIP dialing account on our server and in your phone system. The metered / per minute calling is tracked and billed separately on a monthly basis based on per minute costs incurred. NOTE: Some countries+area codes in those countries are restricted due to security and high risk issues, and can be enabled if required.

Your metered account dial-out can be set-up for Hunt Group Access (IE. 5+number), as well as just using 011 (or, 00) in some cases. Operator assistance is NOT available in certain cases though and you will have to find alternatives (IE: Skype or other free calling service).

When using our PBXSystem.ca VoIP Phone Service, to dial **NANP** Countries/termination points outside the Continental North America, you **will need to dial 1.**

Simply dial all North American (NANP = North American Numbering Plan) numbers with-out the 1 before the area code:

Eg.: To call from Toronto to Trinida - simply key in or dial: **1-NXX**-XXX-XXXX, IE: **1-868**-XXX-XXXX

All other International, non-NANP, calls will require dialing 011 before the full dialing string, including the country + area code where applicable.

IE: Calling Canada to Australia: **011-61-X**-XXXX-XXXX, Calling Canada to 011-44-XX-XXXX-XXXX, etc.

NANP - North American Numbering Plan Countries

Does **NOT** require keying in / dialing +1 before the area code:

 **Canada** - Does NOT require dialing +1 before the Area Code, treat as a local dialing call for all numbers on our VoIP Service.

 **United States** - Does NOT require dialing 1 before the Area Code, treat as a local dialing call for all numbers on our VoIP Service.

(Note: Some regions (listed below) still require dialing 1-NXX-XXX-XXXX, as is the case in Hawaii, Virgin Islands, etc.)
(Those regions may also require an "International Metered Account" to be set-up for your company/phone system.)

These NANP Regions require International VoIP Calling account and [use +1 dialing](#) entry before the area code:

IE.: **+1-NXX-XXX-XXXX**

American Samoa
Anguilla
Antigua and Barbuda
Bahamas
Barbados
Bermuda
British Virgin Islands
Cayman Islands
Dominica
Dominican Republic
Grenada
Guam
Jamaica
Montserrat
Northern Mariana Islands
Puerto Rico
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Saint Maarten
Trinidad and Tobago
Turks and Caicos Islands
United States Virgin Islands