Unified Communications & EBS Service Desk - Estates and Facilities

What number is displayed when I make a call?

Jon Woods - 2021-04-06 - Comments (0) - One Number Service - FAQ

By default any external call made from One Number will display your One Number extension to the user. No names are ever displayed for people receiving the calls (Unless they have your extension saved as a contact on their phone).

There are methods for withholding your One Number from those you are calling , or releasing it.

- To release your One Number to the called party, dial the number **without** a preceeding **9**. (e.g 01223123456)
- To withhold your One Number from the called party, dial the number **With** a preceeding **9**. (e.g **9**01223123456)
- To release the hospitals main number (01223245151), dial a **#**. (e.g #01223123456

One Numbers cannot be withheld when dialling internal CUH numbers.