Unified Communications & EBS Service Desk - Estates and Facilities

Will I be charged for the calls if I make them from my device?

Justin Looper - 2023-11-13 - Comments (0) - One Number Service - FAQ

Calls made through the ONS App or Web Client are not charged to the user. To aid understanding, calls are initiated by:

- The user dials a number.
- The One number system calls the user, initiating the call via the Trust.
- The One Number system calls the dialled party.
- Before the dialled party picks up, the One Number system joined the user and the called party together.

If a user initiates a call with the native phone application and not the One Number application, call charges are expected. The ONS App will **always** call the users preferred device first and the user **must** answer the call, it wont dial the number directly and if the preferred device isn't picked up the outgoing call fails.