



VoIP Telephone Dialing Instructions

These are instructions for the new VoIP phones only.

Please Note: When making a call, or transferring a call, there is a 5 second delay before the connection is made



VoIP phones have the model CISCO (located on top of phone – see image)

Emergency Calling

Dial 911 or 8+911

The "8" is not a requirement with the transition to VoIP service.

Calling ALL State Offices (including former “long distance” numbers)

To dial a State Office first try 7-digit dialing. *Example: 828-1234 or 241-1234*

If that does not work, then dial 8 before dialing the seven-digit phone number. *Example: 8+828-1234*

Local Calls (Other Than a State Office)

First try 7-digit dialing. *Example: 879-5555***

If that does not work, then dial 8 before dialing the seven-digit phone number. *Example: 8+879-5555*

Long Distance Calling (Includes Canada) *

For Long Distance Calls (except other VT state offices): Dial 8 + 1 + area code + seven-digit telephone number. *Example: 8+1+704+xxx-xxxx*

(NOTE: Unlike the phone service previously provided you will not be prompted to enter an authorization code.)

International Calling *

International Calls: Dial 8 + 011 + country code + city code + telephone number. For a list of country codes see: [White-Pages International Resources](#).

Calling Directory Assistance:

Directory Assistance: 8+411 or 8+1+802+555-1212

Unauthorized Calling

“900” calls are not authorized or allowed from the State telephone system.

*NOTE: This is assuming that your phone is configured to make long distance/international calls when initially set up.



**7-digit dialing works for all state exchanges active in the voip database (examples are: 828-xxxx, 479-xxxx, etc.). For the current list of active prefixes click on the following link: [Active Prefixes](#)