



Making calls with Dial Through

A key benefit of buying a number with TTNC is our unique Dial Through feature, which enables you to make calls through your virtual number.

With no special hardware, software or Wi-Fi connection required, it is perfect for moments when you need to call your customers, whether you're in the office or out and about.

Setting up your virtual number to make calls is easy.

Why display your virtual number?

- ▶ Strengthen your brand image.
- ▶ Create trust with your customers.
- ▶ Increase the chances of your sales calls being answered.

Great features

- ✓ **Works with all your numbers**
If you have different numbers for each of your departments, you can display the appropriate one when calling out.
- ✓ **Everyone can call**
Register an unlimited amount of handsets to your virtual number, so any of your staff members can make a call through the number.
- ✓ **Record your calls**
Option to record all your outgoing calls, accessing them from the real time call logs in [myTTNC](http://www.ttnc.co.uk/myttnc/) (<http://www.ttnc.co.uk/myttnc/>)
- ✓ **Unrivalled clarity**
When making calls through your virtual number the first thing you will notice is how crisp and clear the calls are.

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Call your virtual number from the registered handset



Enter your PIN code



Enter the number you want to call, followed by the '#' key

How much does it cost to make a call?

We wanted to keep the call costs as simple as possible, so we've made the cost to make a call, the same as receiving a call. This rate will be based on the number your displaying along with the number you're calling.



Landline

2p

9.58p

10p



Mobile

10p

12p

19.35p

The rates shown are per minute and based on calling a UK number, displaying a local 01/02 number. The prices are correct as of March 2015 and are based on standard tariffs.

If you'd like to check a specific rate, simply enter the number you'd like to call into the check rate tool here: <http://www.ttncc.co.uk/phone-numbers/check-rate-tool/>

Frequently Asked Questions

What does it cost to use this service?

The cost to make a call will depend on what type of number you are displaying along with the type of number you're calling. To keep things simple, we've kept the outbound rates the same as the inbound rates.

Use our check rate tool to view the different rates: <http://www.ttncc.co.uk/phone-numbers/check-rate-tool/>

Can I register multiple handsets on the same TTNC number?

You sure can. So long as you call the TTNC number from any one of those registered handsets, the service will work.

Is there a quicker way to dial my TTNC number and PIN code?

You can set up a 'speed dial' by adding a new contact on your phone, entering your TTNC number followed by a 'pause' and then your PIN.

Whenever you call this contact, your phone will dial the TTNC number and automatically enter your PIN code for you. Then all you have to do is type the number you want to call.

If you're unsure if your handset supports the pause option, please refer to your manufacturer's manual.

Are your International call rates cheaper than what my landline or mobile provider charges?

Potentially. The cost to make a call to an international destination using your current provider will vary depending on your tariff with them.

If you're unsure of your current international call costs, please speak to your current provider.

Do you offer any other ways to make calls using my TTNC number?

We do. If you've ever logged into myTTNC before, you may have noticed a button in the header labelled 'Make a Call'. Clicking this brings up a keypad, allowing you to make a call.

Visit our Dial Out page for more information: <http://www.ttncc.co.uk/myttncc/dialout/>

*Disclaimer: The Dial Through service is not available on 09, 0871 and 070 numbers.

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