Determine why Outbound Calls Fail with Error: Number Not in Service

Contents

Introduction

This document describes why outbound calls fails with an error message "number not in service" and how to rectify it.

Problem

Outbound calls from our organization fail. The error message received says

" Number not in service"

" The number you are trying to reach is out of service"
"This line has been placed out of service"

Solution

There are multiple reasons why the calls would fail with the error messages depending on the type of calling connection configured in the organization.
However, the most common reason why the outbound would fail is because of the setting in control hub that is enabled.

This feature is called "Call Intercept". Call intercept is feature that allows the phone lines of users or workspaces in a location to be disconnected and play an announcement of details or provide alternate routing options (if any).
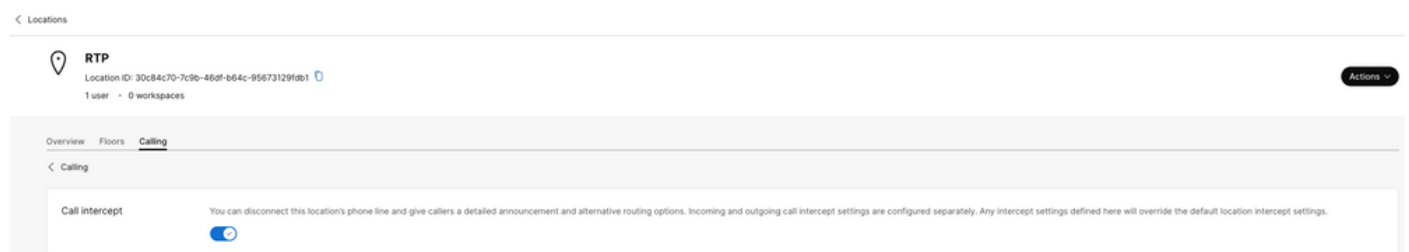
This feature can cause both inbound and outbound calls to fails. For inbound calls, this can hinder the ability for the calls to be connected for any incoming calling.

To fix this issue, you need to disable this setting to allow successful connection of calls.

RTP
Location ID: 30c84c70-7c9b-46df-b64c-95673129fdb1
1 user · 0 workspaces

Actions ⌄

Overview   Floors   **Calling**

‹ Calling

Call intercept   You can disconnect this location's phone line and give callers a detailed announcement and alternative routing options. Incoming and outgoing call intercept settings are configured separately. Any intercept settings defined here will override the default location intercept settings.

Once this setting is disabled, you do not hear the error message "Number not in service".

However, if you still experience this, it is not because of the call intercept feature.

Contact Technical Support with the required information:

Calling number
Called number

Time stamp with date
Time zone