

# ERM User Manual

## I keep getting an answer, "The number you have dialled is no longer in service?" what steps do I take?

If you received a "The number you have dialled is no longer in service?"

1. Check the number you dialled is correct.Â ... **if it is then ...**
2. Check that the number you have dialled has an international or area code.Â All phone numbers must have an area code entered before the actual number.Â For example in Australia all numbers would have either +61 (area code) or just the area code itself 02 or 03 for Australia.Â If you are not sure of the international calling codes and area codes click on this link <http://www.countrycallingcodes.com/>Â ... **if it is then ...**
3. Contact the event management team on slack communications or contact Steve for assistance.

Upon finding a solution to this, always make sure you have indicated on your Details Box when clearing the activity that you had problems with the phone number etc.

Unique solution ID: #1158

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