

Part A: How to call local telephone extension from off-campus

1. *Off-campus caller: Dial '085-443888'*
2. *Auto-Attendant: Thank you for calling Curtin University of Technology, Sarawak Campus, Malaysia. If you know the extension number, please dial it now.*

[Once you hear the above greeting, dial the telephone extension that you want to call, e.g. 3000.]

3. *Off-campus caller: Dial '3000'*
4. *Auto-Attendant: Please hold on. You are being transferred to extension 3000.*

[Unanswered calls or invalid extensions dialed will be diverted to the Operator.]

- END -

NOTE:

1. Range of direct telephone extensions = 3800 to 3999 (e.g. reachable using 443838 from off-campus and do not require to call through the Operator or auto-attendant).
 2. All other telephone extensions that are not in the 3800 – 3999 range are considered as local numbers. To be reachable from off-campus without going through the Operator, please use the auto-attendant as shown in the steps above.
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Part B: How to check local telephone extension in the campus

To test calling your extension through the auto-attendant from within the campus:

1. *On-campus caller: Dial '3888'*
2. *Auto-Attendant: Thank you for calling Curtin University of Technology, Sarawak Campus, Malaysia. If you know the extension number, please dial it now.*

[Once you hear the above greeting, dial the telephone extension that you want to call, e.g. 3000.]

3. *On-campus caller: Dial '3000'*
4. *Auto-Attendant: Please hold on. You are being transferred to extension 3000.*

[Unanswered calls or invalid extensions dialed will be diverted to the Operator.]

- END -

NOTE:

1. Staff having local telephone extension numbers is advised to test their extensions reachability through the auto-attendant. This is to ensure off-campus callers can reach your number without going through the Operator.
 2. If your extension is unreachable through the auto-attendant, please send an email to ICT department (it.helpdesk@curtin.edu.my).
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