**Call Forward**

**What is call forward?**

Call forward allows you to forward calls to your ISDN service to another number.

Call Forward gives you greater control and flexibility by allowing you to forward calls from your phone to a number you choose, be it your mobile, pager, answering service or another phone. It has different settings according to whether your phone is engaged or unattended.

There are three types of call forward:
- call forward immediate forwards all calls to your ISDN service to another number; and
- call forward busy forwards calls to your ISDN service to another number when your ISDN service is busy; and
- call forward no answer forwards calls to your ISDN service to another number when your ISDN service does not answer.

The number you forward to can be fixed (you tell us the number you forward to and we set it at the exchange) or variable (you set the number you forward to yourself).

You can apply call forward to individual numbers on a Multiple Number service and to the group directory number on a Direct Indial service.

In the basic form of the feature for Direct Indial services, call forwarding is applied to the entire indial number range and calls are forwarded to a single, common number. If call forwarding is needed at the extension level, call deflection of private network partial rerouting is needed.

**Call deflection** is another call forward feature. It allows you to deflect a call to your ISDN service to another number rather than answer it. You either enter the number to divert to or pre-program it in your equipment (if possible). You can deflect calls received at individual extensions in a number range, without affecting the rest of the number range. Call deflection is provided on a per number basis when used in conjunction with the Multiple [Subscriber] Number feature. The control procedures for this feature depend on your equipment. Refer to your equipment user guide.

**Private network partial rerouting** allows you to manage call forward and call deflection using your equipment. This allows the call forwarding and deflection to be applied to an individual extension of an indial range rather than to the entire number range. It allows for diversion of calls within your equipment or private network, or back to our network from your equipment. Private network partial rerouting provides for network-based diversion, which means that the B/information channels are released and can be used to handle other calls.

Note: You can only forward calls within Australia. In addition, you cannot forward to some other destinations eg 000 and other emergency service numbers, 190x numbers and some 1800 numbers

**Availability**

Call forward (variable) is a standard feature available on the following ISDN services:

- ISDN Home; and

- ISDN 2 Enhanced.

It is available as an optional feature on all other ISDN services.

Call forward (fixed) and call deflection are available as optional features on all ISDN services. Call Deflection is not available via the analogue ports on ISDN Home or ISDN 2 Enhanced.

You can get Call Deflection for ISDN 2 multiple number and Line Hunt services, and as part of the Call forward (all conditions) feature on ISDN 2 Direct Indial and ISDN 10/20/30.

You can only get private network partial rerouting if you have a Direct Indial service. You also need to have compatible equipment.

For ISDN 10, 20, 30 services, in most cases network call forwarding of voice calls is activated via equipment – refer to PABX supplier/administrator for operation guide.
These instructions will forward all calls, if wishing to forward only one type of call eg voice, please see Optional Call Forward Settings.

**Equipment requirements**

All three types of call forwarding require compatible equipment.

*ISDN Home and ISDN 2 Enhanced*
The analogue ports of the NT1 Plus II and the NT1 Plus are compatible with call forward.

*ISDN 2*
If you are using the ISDN 2 service or equipment connected to the S-Bus of the NT1 Plus II device, your equipment may support call forward. For further details see your equipment user guide.

**Charges**

There is no monthly charge for call forward. We charge you at standard ISDN call rates for forwarded calls.

**How to use the three types of call forward**
1. Call forward immediate
2. Call forward busy
3.   Call forward no answer

## 1.  Call forward immediate

You can forward all incoming calls immediately to most numbers in Australia **[**(eg when you go out you may want to forward your home or office number to your mobile phone.) Note: You can only forward calls within Australia.   In addition, you cannot forward to some other destinations eg 000 and other emergency service numbers, 190x numbers and some 1800 numbers

 Call forward immediate overrides all other forwarding features.

The following procedures apply to equipment that supports stimulus (ie. keypad) control procedures, including the NT1 Plus and NT1 Plus II.  For equipment that supports functional procedures, refer to your equipment user guide.

To turn call forward immediate on:

- Lift the handset and dial *21 (phone number to forward to)#, then hang up.

To turn call forward immediate off:

- Lift the handset and dial #21#, then hang up.

To check if call forward immediate is on or off:

- Lift the handset and dial *#21#.  You will receive an announcement, then hang up.

If you receive both voice and data calls on your numbers and want to forward only your voice calls, you will need to specify that when you set up your call forward immediate feature.

The easiest way to do this is to turn call forward immediate on for all call types and then turn call forward immediate off for data calls, as follows:

To turn call forward immediate on for all call types:

- Lift the handset and dial *21(phone number to forward to)#, then hang up.

Then, to turn call forward immediate off for data calls only:

- Lift the handset and dial  #21*2#, then hang up.


Note: If you have other specialised data terminals, you may need to use the optional call forward settings (below) to control call forward immediate.

## 2.  Call forward busy

You can forward all incoming calls when your phone is busy to most numbers in Australia. Note: You can only forward calls within Australia.  In addition, you cannot forward to some other destinations eg 000 and other emergency service numbers, 190x numbers and some 1800 numbers

The following procedures apply to equipment that supports stimulus (ie keypad) control procedures, including the NT1 Plus and NT1 Plus II.  For equipment that supports functional procedures, refer to your equipment user guide.

To turn call forward busy on:

- Lift the handset and dial *24 (phone number to forward to)#, then hang up.

To turn call forward busy off:

- Lift the handset and dial #24#, then hang up.

To check if call forward busy is on or off:

- Lift the handset and dial *#24#. You will receive an announcement, then hang up.

If you receive both voice and data calls on your numbers and want to forward only your voice calls, you will need to specify that when you set up your call forward busy feature.

The easiest way to do this is to turn call forward busy on for all call types and then turn call forward busy off for data calls, as follows:

To turn call forward busy on for all call types:

- Lift the handset and dial *24(phone number to forward to)#, then hang up.

Then, to turn call forward busy off for data calls only:

- Lift the handset and dial  #24*2#, then hang up.


Note: If you have other specialised data terminals, you may need to use the optional call forward settings (below) to control call forward.

## 3.  Call forward no answer

You can forward all incoming calls when your phone is not answered to most numbers in Australia. Note: You can only forward calls within Australia.  In addition, you cannot forward to some other destinations eg 000 and other emergency service numbers, 190x numbers and some 1800 numbers

The following procedures apply to equipment that supports stimulus (ie keypad) control procedures, including the NT1 Plus and NT1 Plus II.  For equipment that supports functional procedures, refer to your equipment user guide.

To turn call forward no answer on:

> Lift the handset and dial *61 (phone number to forward to) #, then hang up.

To turn call forward no answer off:

- Lift the handset and dial #61#, then hang up.

To check if call forward no answer is on or off:

- Lift the handset and dial *#61#.  You will receive an announcement, then hang up.

Normally calls will forward in approximately 20 seconds (ie 7 or 8 rings) when your phone is not answered.  To turn call forward no answer on **and** change the ring time (in seconds) before your calls are forwarded:

- Lift the handset and dial *61 (phone number to forward to) * (time in seconds) #, then hang up.

You may set the ring time for between five and 60 seconds. Your ring time duration will remain set until you change it, even if you turn call forward no answer off and then on again. There is no additional charge for this ring time control feature.

If you receive both voice and data calls on your numbers and want to forward only your voice calls, you will need to specify that when you set up your call forwarding no answer feature.

The easiest way to do this is to turn call forward no answer on for all call types and then turn call forward no answer off for data calls, as follows:

To turn call forward no answer on for all call types:

- Lift the handset and dial *61(phone number to forward to)#, then hang up.

Then, to turn call forward no answer off for data calls only:

- Lift the handset and dial #61*2#, then hang up.

Note: If you have other specialised data terminals, you may need to use the optional call forward settings to control call forward no answer. (See Optional Call Forward Settings)