

◆ CALL FORWARDING INSTRUCTIONS ◆

Busy Call Forwarding (Fixed Number)

This service forwards incoming calls to an alternative number only when the subscriber's line is busy.

Service must be configured at South Slope

Busy Call Forwarding (Variable)

This service forwards incoming calls to an alternative number only when the subscriber's line is busy.

From home telephone:

- Enable: Dial *90 followed by the telephone number to forward to
- Disable: Dial *91

Delayed Call Forwarding (Fixed Number)

This service forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line.

Service must be configured at South Slope

Delayed Call Forwarding (Variable)

This service forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line.

From home telephone:

- Enable: Dial *92 followed by the telephone number to forward to
- Disable: Dial *93

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Remote Access to Call Forwarding

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone. Subscribers are provided with a directory number to call for Remote Access to Call Forwarding, which can be called from any phone. Their call is routed to the MetaSphere CFS. They are then able to access IVR menus to configure Call Forwarding in the normal way.

To use the RACF service:

- Call the RACF directory number 665-1100
- Enter your own ten digit directory number and PIN when prompted.
- Enter the Call Forwarding access code you require (for example, to access Unconditional Call Forwarding, enter *72).
- Configure the call service as for normal Call Forwarding configuration.

Selective Call Forwarding

This service allows subscribers to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number. (This option can forward calls from other providers)

From home telephone:

- Configure through the Screen List Editing Menu: Dial *63
(See Screen List Editing for more information)

Unconditional Call Forwarding

This service forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first. From home telephone:

- Enable: Dial *72 followed by the telephone number to forward to
- Disable: Dial *73

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For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at **1-866-688-8912**.