

# TELUS Call Forwarding. Everything You Need to Know.



## How do I turn on call forwarding on a TELUS phone?

### How To Activate Immediate Call Forwarding:

1. Dial \*21\*
2. Type the 10-digit phone number you want to forward to
3. Press #
4. Wait for confirmation beeps

### How to enable Conditional Call Forwarding (No Answer):

1. Dial \*61\*
2. Type the 10-digit phone number you want to forward to
3. Press #

## How do I turn off call forwarding on a TELUS phone?

### How To Deactivate:

1. Dial #21#
2. Press Send
3. Wait for confirmation beeps

### 1. Get started

Start by forwarding your calls to SAS.

### 2. Check it

Call your business from another phone to ensure you're forwarded.

### 3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

### 4. We're here

Call 866-688-8912 or visit [www.specialtyanswerservice.net](http://www.specialtyanswerservice.net)



#### Hello

Call forwarding is how you get your businesses telephone calls to SAS



#### Easy

No installation necessary - call forwarding is probably already active on your line



#### Goodbye

Cancel call forwarding when you're ready to answer your own calls again



# TELUS Call Forwarding FAQs.

- ? Is \*73 used for TELUS?**  
No, \*73 is not used for TELUS.
- ? Can I turn off call forwarding with \*72?**  
To turn off call forwarding, dial #21#
- ? Does call forwarding also forward text messages?**  
No, forwarding your phone does not forward text messages.
- ? Why am I getting a busy tone?**  
If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.
- ? How much does TELUS forwarding cost? Is it free?**  
If Call Forwarding is not added to your rate plan, Call Forwarding minutes are billed at a pay-per-use rate.
- ? Where are my forwarding settings?**  
TELUS forwarding is done from your phone, there are no settings.
- ? Can I activate call forwarding remotely?**  
TELUS forwarding is done from your phone.
- ? Does TELUS have Selective Call Forwarding?**  
No, TELUS does not offer Selective Call Forwarding.
- ? Does TELUS have Conditional Call Forwarding?**  
Yes, TELUS offers Conditional Call Forwarding.
- ? Does TELUS have \*71 Call Forwarding?**  
No, TELUS doesn't have \*71 Call Forwarding.
- ? How do I know if I've forwarded my TELUS line?**  
You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

