

Utility Telecommunications **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Utility Telecommunications phone?

How To Activate Immediate Call Forwarding:

1. Dial *72
2. Type the 10-digit phone number you want to forward to (If the number you're forwarding to is a Toll Free number, or a long distance call, dial 1, the area code, and then the number)
3. Press Send
4. Wait for confirmation beeps

How To Enable Call Forwarding Remotely:

1. Dial the toll free Remote Access to Call Forwarding programming number: 1-650-597-1023.
2. Enter your 10-digit phone number, followed by #.
3. Enter your PIN, followed by #.
4. Dial *72
5. Enter the 10-digit phone number you want to forward calls to.

How do I turn off call forwarding on a Utility Telecommunications phone?

How To Deactivate:

1. Dial *73
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.specialtyansweringservice.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



Utility Telecommunications **Call Forwarding FAQs.**

**Is *73 used for Utility Telecommunications?**

*73 is used to unforward your lines with Utility Telecommunications.

**Can I turn off call forwarding with *72?**

To turn off call forwarding, dial *73. To turn call forwarding on, dial *72 followed by the number you wish to forward calls to.

**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 Utility Telecommunications forwarding cost? Is it free?**

There is no cost to forward with Utility Telecommunications.

**Where are my forwarding settings?**

Forwarding is done from your phone, there are no settings.

**Can I activate call forwarding remotely?**

You can activate call forwarding remotely by following the instructions above.

**Does Utility Telecommunications have Selective Call Forwarding?**

No, Utility Telecommunications doesn't offer Selective Call Forwarding.

**Does Utility Telecommunications have Conditional Call Forwarding?**

No, Utility Telecommunications doesn't offer Conditional Call Forwarding.

**Does Utility Telecommunications have *71 Call Forwarding?**

No, Utility Telecommunications doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my Utility Telecommunications 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.

