

Call Forwarding is a telephone company feature activated and deactivated by our customers, we are unable to put lines on or take them off service (unless they have ultra call forwarding).

This is a very basic description meant for a standard telephone. Some customers may have different features and may not forward the way it does in the following instructions.

TO ACTIVATE:

>From the line the customer wishes to forward, have the customer LISTEN for dial tone and press *72 WAIT for second dial tone.

Tell the customer to DIAL: _____ which is the call forwarding phone# (listed on the office information page).

When the customer hears their customized greeting, they should stay on the line for 6 seconds and then hang up. The calls will now be forwarded.

TO TEST CALL FORWARDING:

Instruct the customer to dial the number they wanted to forward from and see if they get their greeting. If they get our greeting (or we pick up) they are forwarded.

TO DEACTIVATE:

Dial *73 from the line they forwarded, wait for two short tones followed by a dial tone, the customer should then hang up. The calls should now be going to the customer.

If the customer receives a busy signal after dialing *72, the phone company is signaling that call forwarding has been activated.

If the customer receives a busy signal after *73, the phone company is signaling that call forwarding has been deactivated.