



## Forwarding *your* Phone Calls

### *How to forward your calls from your handset:*

Basic Call Forwarding – There are several variations to this depending on your telephone system or local provider. Usually, calls are forwarded by pressing \*72 on your phone and then entering the forwarding number. Press \*73 to un-forward your line. Most local providers offer this feature. Another common process is 72# or 73#.

### *How to forward your calls when your phone is busy:*

You can order this type of call forwarding from your local provider. Just tell a representative that you would like to have your call forwarded to the number of your choosing when your phone is busy.

### *How to forward your phone calls when you don't answer:*

You can order this type of call forwarding from your local provider. Just tell the representative that you would like to add “call forward don't answer to your line” or that you'd like your calls to be transferred when they are unanswered after X number of rings” and the number you would like calls forwarded to. If you do use this feature be sure to let your service know so that they can immediately have a greeting on your line so that the caller doesn't just hear ringing on your line as well as the services and just hang up.

### *How to forward your phone calls when your phone is busy and/or you don't answer:*

This is a combination of “call forward busy” and “call forward don't answer.” Your line will be forwarded in the event that your primary line is either busy or unanswered.

### *Remote Call Forwarding – this is for businesses that do not need a line in their office and will have the service answer 24/7*

Remote Call Forwarding – numbers are owned by your local provider and do not ring into a physical location.

- ◆ You order a number from your local provider and the local provider directs all calls to a telephone number of your choice.

### *Line Capacity Restrictions*

There are a wide variety of differences in call forwarding packages offered by local providers. Therefore, it is important to ask your local provider questions before making your choice. Often, this information is published in the front of your yellow page directory.

- ◆ How many calls can be forwarded at once? This is the most important question to ask your provider. When call forwarding with (CF/B/DA), for example, many local providers will allow many calls to be transferred simultaneously. If the provider only allowed one call to pass thru your lines at a time, this would potentially cause a bottleneck and your callers would hear a busy signal depending on your call volume. Most folks require at least three (3) calls to pass thru their lines simultaneously in order for call forwarding to work effectively. Remote Call Forwarding lines (RCF and RACF) are notorious for only allowing one (1) call to pass thru the line at a time. Often, local providers will give you additional line capacity (also known as “paths”) but they will bill you for this.
- ◆ How much does it cost? Call forwarding is not free. You will need to ask your provider what each type of call forwarding package will cost. You will find that packages generally range between \$3 and \$7 per month. Additional “paths” can cost considerably more. They can cost \$16/month per path or more.