

Manage My Mobiles - Call Forwarding Options

Forward Calls Drop-Down

When “Always” or “Conditional” are selected, then one or more forwarding options must be selected below. When “Never” is selected then no further details are required. Where forwarding to voicemail is required select ‘Voicemail’ rather than selecting ‘Number’ and entering a UK number.

Call forwarding allows you to send an incoming to call to voicemail or an alternative UK number.

- None will never forward a call.
- Always will forward a call in all circumstances.
- Conditional allows you to define, for each circumstance, how a call should be forwarded.

Additional call charges may apply for the forwarding leg of the call.

Always Forward Drop-Down

Where a number is entered it must be a valid UK number. Call charges may apply for the forwarding leg of the call.

All calls will be forwarded to either voicemail or an alternate number. The alternate number must be a UK number.

When Busy

This condition is triggered if the network detects an engaged tone when attempting to connect the call.

Where a number is entered it must be a valid UK number. Call charges may apply for the forwarding leg of the call. If forwarding is not required for this condition then the number field should be left blank or 'None' should be selected.

The busy condition is triggered when the mobile number is already engaged on another call. Calls can be forwarded to either voicemail or an alternate number. The alternate number must be a UK number.

When No Answer

This condition is triggered if the call is not answered once it has been connected.

Where a number is entered it must be a valid UK number. Call charges may apply for the forwarding leg of the call. If forwarding is not required for this condition then the number field should be left blank or 'None' should be selected.

The no answer condition is triggered when a call rings for [INSERT HERE]. Calls can be forwarded to either voicemail or an alternate number. The alternate number must be a UK number.

When Unavailable

This condition is triggered if the network cannot detect the Mobile Number eg. The handset is switched off or out of coverage.

Where a number is entered it must be a valid UK number. Call charges may apply for the forwarding leg of the call. If forwarding is not required for this condition then the number field should be left blank or 'None' should be selected.

The unreachable condition is triggered when the mobile is switched off, or has no network coverage. Calls can be forwarded to either voicemail or an alternate number. The alternate number must be a UK number.