



## ◆ CALL FORWARDING INSTRUCTIONS ◆

Use Call Forwarding to **redirect all incoming calls** to another North American number. You can still make outgoing calls on your phone, but incoming calls will go to the number you set up.

### What you need to know

- Call Forwarding is not available for **TELUS Prepaid** accounts.
- If you forward your calls to a number outside of your local calling area, **long distance charges** are applicable. If your plan includes long distance within Canada or the U.S., these minutes count against your long distance minutes.
- Calls may only be forwarded to numbers **within North America**.
- Call-forwarded minutes are considered **part of your airtime** as defined by your rate plan.
- Text Messages **cannot be forwarded** to another mobile or landline phone number.

### Use Call Forward Unconditional

Incoming calls are immediately forwarded to the destination number.

#### Activate Call Forward Unconditional

Dial \*21\*, followed by the 10-digit number you want your calls forwarded to, then #.

A message indicates that Call Forward Unconditional is activated.

#### Deactivate Call Forward Unconditional

Dial #21#.

A message indicates that Call Forward Unconditional is deactivated.

### Use Call Forward Busy

Incoming calls are forwarded to the destination number only if your phone is busy.



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### **Use Call Forward Busy cont'd.**

#### **Activate Call Forward Busy**

Dial \*67\*, followed by the 10-digit number you want your calls forwarded to, then #.

A message indicates that Call Forward Busy is activated.

#### **Deactivate Call Forward Busy**

Dial #67#.

A message indicates that Call Forward Busy is deactivated.

### **Use Call Forward Not Reachable**

Incoming calls are forwarded to the destination number when your phone is turned off or not receiving the network's signals.

#### **Activate Call Forward Not Reachable**

Dial \*62\*, followed by the 10-digit number you want your calls forwarded to, then #.

A message indicates that Call Forward Not Reachable is activated.

#### **Deactivate Call Forward Not Reachable**

Dial #62#.

A message indicates that Call Forward Not Reachable is deactivated.

### **Use Call Forward No Reply**

Incoming calls are forwarded to the destination number only if the call is not answered.



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### Use Call Forward No Reply cont'd.

#### Activate Call Forward No Reply

Dial \*61\*, followed by the 10-digit number you want your calls forwarded to, then #.

A message indicates that Call Forward No Reply is activated.

#### Deactivate Call Forward No Reply

Dial #61#.

A message indicates that Call Forward No Reply is deactivated.

### Use Call Forward Variable

Incoming calls are forwarded to the destination number after 10, 20, or 30 seconds.

#### Activate Call Forward Variable

Dial \*004\*, followed by the 10-digit number you want your calls forwarded to, followed by \*, followed by the number of seconds, followed by #. The time options are 10, 20, or 30 seconds.

A message indicates that Call Forward Variable is activated.

#### Deactivate Call Forward Variable

Dial #004#.

A message indicates that Call Forward Variable is deactivated.

### Troubleshooting

- Make sure your phone isn't prepaid
- Call Forwarding doesn't work with prepaid phones.



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### Troubleshooting cont'd.

- Check your account
  - If Call Forwarding is not working at all, your account may not include Call Forwarding. Check your bills to see if you are being charged for it. Call Forwarding can't be combined with certain long distance calling features such as My Faves National, National In Network Calling, and Long Distance Bundles.
  - If you're seeing unexpected charges on your bill, check whether you're forwarding calls to a number outside your Home Service Area. Long distance charges apply. Your bill displays the number that your calls have been forwarded to.
- Make sure your destination number is in North America
- You can't forward calls to an overseas number.
- Check if you're using Call Forward Variable
  - Call Forward Variable lets you set the length of time before calls are forwarded to 10, 20, or 30 seconds. Before the call is forwarded, your phone will ring. If it's ringing too long or not long enough, reset the length of time before forwarding.
  - To activate Call Forward Variable, dial the following:
    1. \*004\*
    2. The area code plus number you want your calls forwarded to
    3. The number of seconds you want the phone to ring (10, 20, or 30)
    4. Press the Send button.

Call Forward Variable is activated.