



Call Diversion

Call Diversion enables you to have all your calls diverted to another number – this can be anywhere in the UK, most overseas destinations or a mobile phone.

You can choose to divert all calls, divert on no reply or divert when the line is busy. A message is given to the caller when diverting on no reply, in case the divert-to number returns an engaged tone.

Instructions for Use

You can set up Call Diversion using your keypad and entering the appropriate diversion code as listed below.

To Divert Calls

1. Dial * Code * Phone number to divert to #

To Switch off Divert

1. Dial # Code #

To Check if there is a Diversion in place

1. Dial * # Code #

Diversion Codes

- 21 (all calls) e.g *21* Phone number to divert to #
- 61 (calls not answered within 21 seconds)
- 67 (calls when you are engaged)

Notes

Call Diversion and Call Minder are now compatible and can be provided on the same line. You may lose any saved messages at the time of transfer and you will be given a new PIN.

The Call Diversion service cannot be used while Call Waiting is in operation. You will be charged for the diverted part of the call when using the Call Diversion service.

To use Call Diversion in conjunction with Call Barring, Call Diversion must be set up before Call Barring is activated.

Cost

£1.79 per month (including VAT).

Smart Divert

Smart Divert gives you the flexibility to operate your call diversion functionality remotely. Calls can be diverted to another number anywhere in the UK, most overseas destinations or a mobile phone. You access the system using an access number and PIN and can then arrange where the calls are sent. When a diversion is no longer required it can be cancelled in the same way as standard Call Diversion, (please note that different codes are used when using the service remotely). Smart Divert can be activated from any telephone that has a Touch-Tone (Multi-frequency) capability.

Smart Divert with Bypass Number: A bypass facility offers a way for people to get through to your line, even when you have divert switched on. You are allocated an additional number that takes precedence over diverts and overrides when diversion is in operation to ensure that selected callers can get through to your main number. Please call Customer Services to request a bypass number.

Exclusions

- Smart Divert is not available to subscribers connected to UXD5 exchanges.
- Smart Divert is not available to customers on our LLU Packages.

Call Charges

As with the basic Call Diversion service you pay the call charges for the diverted part of the call at standard dialling rates. Subscribers using Smart Divert also pay for calls made to the access number. The calls made to the access number (when using the service remotely) are charged at standard dialling rates.

NB: Diverted calls cannot be routed via another operator using indirect access codes.

Instructions for Using for Smart Divert

Once you have been provided with the service, you initiate Smart Divert by dialling a unique access number. For security purposes you will also be allocated a secure PIN number to prevent unauthorised usage.

How to divert calls using Smart Divert from your own phone

1. Dial *divert code from above* and then the phone number to divert to#

How to cancel Smart Divert from your own phone

1. Dial #divert code from above#

How to check Smart Divert from your own phone

1. Dial *#divert code from above#

Once the code has been entered an announcement will confirm if the instruction was successful.

How To Divert calls using Smart Divert – Remote Control

1. Access number - wait for dial tone
2. *Divert code* from list below
3. Enter PIN*
4. Your full phone number (Inc.STD)* and the Phone number to divert to # (Inc.STD)

How To Cancel Smart Divert using Smart Divert – Remote Control

1. Access number - wait for dial tone
2. # divert code* from list below
3. Enter PIN* followed by Your full phone number #

How To Check Smart Divert using Smart Divert – Remote Control

1. Access number - wait for dial tone
2. *#Divert code* from list below
3. Enter PIN* and your full phone number #

Divert codes for Smart Divert - Remote Control

1. All Codes - 44
2. Calls not answered in 15 seconds - 64
3. Calls if your phone is engaged - 65

If the PIN number or telephone number is input incorrectly, you must hang up and redial the access number.

Notes:

When you request Smart Divert you will also be provided with the basic Call Diversion service to control the service from your own phone line. Outgoing calls are still possible once the diversion has been activated.

Cost

£6 set up and £1.79 per month (including VAT).