



Call Diversion user guide

Introduction

The Call Diversion user guide will provide the information that will assist you to use your Call Diversion service to your maximum advantage.

Instructions

Setting up Call Diversion

To programme each number you want your calls diverted to:

- Lift the handset and wait for the dial tone
- Dial 181, followed by a code number between 161 and 169
- Dial the number to which calls are to be diverted, including area code if the number is outside your local calling area (e.g. 181 - 163 - 04 - 801 9000), then press the # key
- Wait for the confirmation tone (Dial Tone)
- Hang up

(The code number is now registered against the number to be diverted to. We recommend you keep a record of these for future reference.)

Activating a Diversion (from your own phone)

- Lift the handset and wait for the dial tone
- Dial the appropriate code (i.e. 161, 162 etc) for the number you wish to divert to
- Wait for confirmation tone
- To confirm the correct diversion has been made wait a little longer and a call will automatically go through to the selected diversion number
- Hang up

Cancelling Call Diversion

- Lift the handset and wait for confirmation tone
- Dial 160
- Wait for confirmation tone
- Hang up

You can still make outgoing calls from your phone when Call Divert is in use, but the dial tone is different (longshort- long). This reminds you that incoming calls are still being diverted.

Using Remote Divert

- Lift the handset and wait for confirmation tone
- Dial 083215
- Enter your area code
- Enter your phone number (i.e. the number of the phone you are diverting calls from)
- Enter your PIN
- Follow the prompts (i.e. press 1 to access call diversion)

Then follow the same instructions as for Call Diversion.

If you're calling from overseas:

- Dial the international access code of the country you're calling from
- Dial 64 83 083 215
- Follow the normal Call Diversion steps (as above). International calling charges apply

If you're calling from outside the local calling area or from a mobile phone, applicable call charges apply.

Testing Call Diversion

If you wish to test the number you're diverting your calls to:

- Lift the handset and wait for the dial tone
- Dial the pre-programmed code number

The call will automatically go through to the pre-programmed number.