

## Call Diversion

### 1. Service description

Call Diversion allows your calls to be diverted to another telephone number. A simple code is keyed in to an M.F. phone to set one of the following options:

#### Basic Call Diversion

Automatically transfers all of the calls made to your number to another number which you must specify. Unless the facility is removed, the caller will be informed by a special announcement that they are being diverted. The number to which calls are being forwarded to will not be revealed to the caller.

#### Diversion No Reply

Automatically transfers calls if your phone is not answered within 15 seconds. An announcement is made to the caller.

#### Diversion on Busy

Automatically diverts calls to another pre-selected number if your phone is engaged. Again, the caller will hear an appropriate announcement.

### 2. Charging structure

Call Diversion	
Basic Call Diversion (No set up charge)	Normal call charges for the diverted call
Call Diversion When Busy (No set up charge)	Normal call charges for the diverted call
Call Diversion, No Reply (No set up charge)	Normal call charges for the diverted call
Exchange Controlled (Admin Charge)	£12 Ex VAT (£14.40 Inc VAT) for each programme change (Customer to pay for the cost of diverted call. Rental to continue.)

### 3. Note

- 1) Check that the number to which you want your calls diverted to is able to handle them. The maximum number of digits is 16.
- 2) With call diversion in operation you can still make outgoing calls.
- 3) Do not divert calls to a number which is already diverting calls to another number
- 4) Permission must be sought from the person to whom you are diverting your phone.
- 5) The tone output on some key systems may not be compatible with the intermittent tone used to signify the call divert is in operation.