Vodafone - call diversion on the fibre voice line.

**Activating Phone Divert from your phone:**

•             Lift the handset and wait for the dial tone

•             Dial the assigned access code for the type of call diversion your customer wishes to activate (see list below)

•             Enter the phone number to which calls will be forwarded – FOLLOWED by the # key

•             The voice prompt will confirm it has been activated

**Access codes to activate:**

•             Phone Divert always – all calls to phone go straight to the alternative number your customer wants their calls diverted to – **\*72**

•             Phone Divert busy – when the phone is busy, calls are diverted to an alternative number – **\*90**

•             **Phone Divert no answer** – **phone will ring for 10 seconds** before a message advises the caller they will be put through to the alternative number – **\*92**

**Example - To do ring-delay 10 seconds divert to Alan’s mobile: \* 92 021393 777 #**

**Note -** a voice announcement will confirm activation has been processed

**Cancelling Phone Divert:**

•             Lift the handset and wait for the dial tone

•             Dial the assigned access code for the type of call diversion your customer wishes to deactivate

•             The service is now inactive. The voice prompt will confirm it has been deactivated.

**Access codes to deactivate:**

•             Phone Divert always – **\*73**

•             Phone Divert busy – **\*91**

•             Phone Divert no answer – **\*93**