



## How to divert calls

- Time Assistant will provide you with a phone number; it can be either local or national.
- You may use the number issued or continue to use your own number and simply divert to Time Assistant.
- You must contact your service provider to set up the call divert facility. It normally takes a couple of hours to implement and costs approximately £5 per quarter.
- You will then have the following three options with regards to your incoming calls –
  1. Divert your calls to us in the first instance.
  2. Divert your calls to us when your line is engaged.
  3. Divert your calls to us when you're unable to answer, normally after fifteen seconds.

Telecom Provider	To divert all calls		To divert engaged calls		To divert unanswered calls	
	To add	To remove	To add	To remove	To add	To remove
Supported by  	<b>*21*N#</b>	<b>#21#</b>	<b>*61*N#</b>	<b>#61#</b>	<b>*61*N#</b>	<b>#61#</b>
	<b>*709N#</b>	<b>#70</b>	<b>*769N#</b>	<b>#76</b>	<b>*769N#</b>	<b>#76</b>
<b>Mobile Phones</b> 	<b>*21#C</b>	<b>#21#C</b>	<b>*62#C</b>	<b>#67#C</b>	<b>*61#C</b>	<b>#61#C</b>
<b>Internet Lines:</b> 	We recommend that you log onto your online account to activate these diverts or alternatively, contact your provider directly.					

### Key

**N** = the divert number you have been given.

**C** = the call button on your handset