Business Line (NBN) & Smart Voice

Call forwarding information sheet

The below key codes are used to set up call diversions from your NBN Business Line or Smart Voice services.

Call Forward Always

Diverts calls to a selected number immediately.

To turn on call forward always, enter *72 then the number you want to forward to, then # from your handset.

To turn off call forward always, enter *73

To check the status of call forward always, enter *21*

Call Forward Busy

Diverts calls to a selected number when your line is busy.

To turn on call forward busy, enter *90 then the number you want to forward to, then # from your handset.

To turn off call forward busy, enter *91

To check the status of call forward busy, enter *67*

Call Forward No Answer

To turn on call forward no answer, enter *92 then the number you want to forward to, then # from your handset.

To set the number of rings before calls are diverted, enter *610 then then the number of rings to wait (between 2 and 20), then #.
So for 5 rings, enter *6105#

To turn off call forward no answer, enter *93

To check the status of call forward no answer, enter *61*