

# Call Forwarding Busy

When Your Line Is Busy, Your Callers Can Reach Someone Else.

## How it works:

Whenever you're on the phone, you can be sure your callers can talk with someone else or can leave a message for you. Easily turn it on or off, or change the forwarding number anytime. Once you've asked Cox to activate this service.

## To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 0** (On a rotary phone, dial 1190.)
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forwarding is in effect.

If the line is busy, or there's no answer:

6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You'll hear a confirmation tone to let you know your Call Forwarding Busy is now working.

## To "turn off" the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 1** (On a rotary phone, dial 1191.)
3. Listen for the confirmation tone, then hang up. Your Call Forwarding Busy is now "off."

## To change the "forward to" number:

1. Turn off Call Forwarding Busy (see directions above).
2. Repeat the steps above to turn on Call Forwarding Busy, entering the new "forward to" number.

**Notes:** •Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, press "1" plus the area code. Or if you have Speed Calling, you may dial one of your codes instead.

•Cox Voice Mail automatically includes this service. However, Cox Voice Mail customers have only limited functionality for Call Forwarding Busy. If you subscribe to Cox Voice Mail, you cannot forward calls using this feature to destinations other than the pre-programmed Voice Mail number.