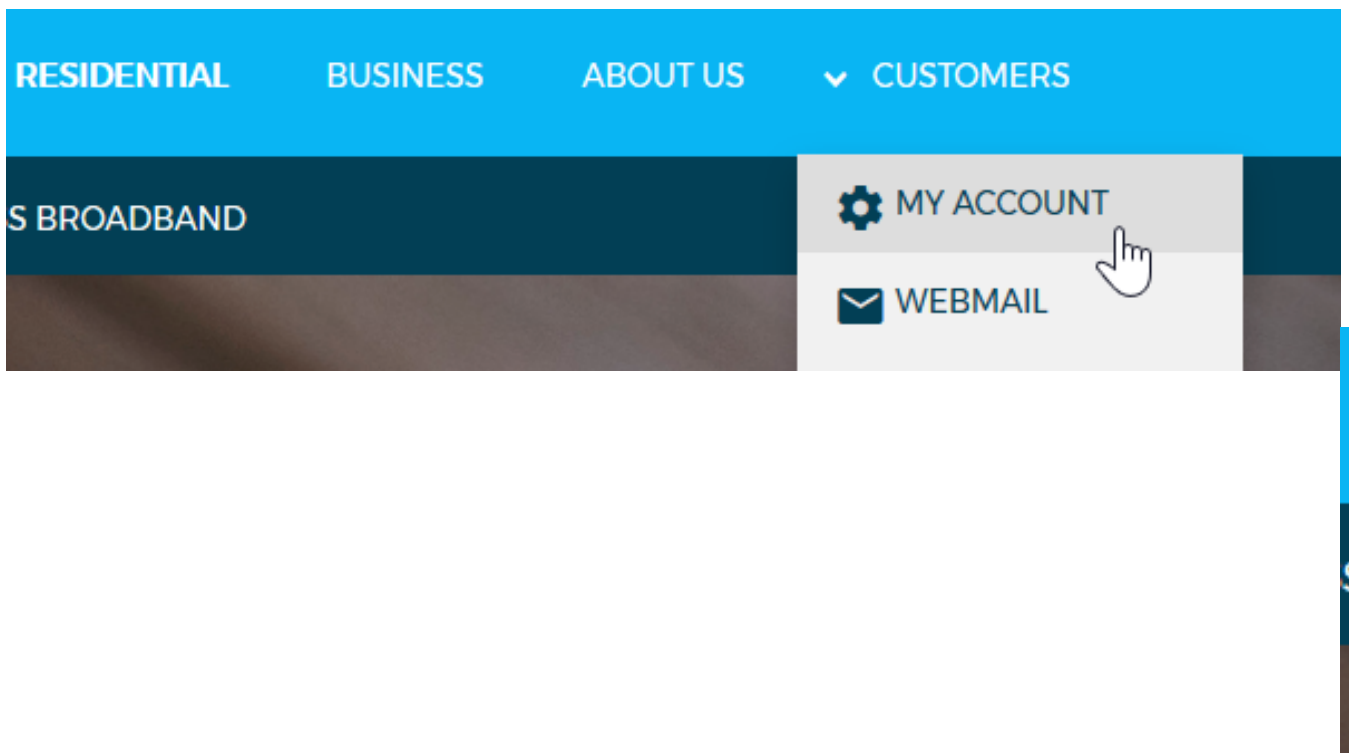


Activate mobile call forwarding feature

1. Visit spintel.net.au
2. Login to [My Account](#) by clicking on **Customers** and then **My Account**



3. Select the mobile service (from the list on the dashboard if you have more than one) and click on **Manage Service**.

spintel MY ACCOUNT **DASHBOARD** SERVICES BILLING > MY ACCOUNT

WELCOME ROBERT


Search by service type, plan, or username.

Your usage resets in 13 days.

Mobile () **MANAGE SERVICE**

Data Usage

ADD A MOBILE



Need a SIM? We've got you covered.

4. Scroll down to **Service Management** and click **Change service settings**

Service Management

- Change my plan
- Change my service nickname
- Change my emergency contact details
- Purchase a data-block
- Change service settings**
- Order a replacement SIM

5. Scroll down to **Configure Settings** and look for **Call Forward Options**

Call Forward Options

Call Forward		Off
Call Forward Busy	Number	On
Call Forward No Reply	Number	On
Call Forward Unreachable	Number	On

International Roaming

International Roaming Off

Mobile usage while roaming is much more expensive than regular usage. Please read [this guide](#) before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing [these terms](#).

Update Settings

6. Turn ON **Call Forward** then switch ON the desired Call Forward feature to be activated.

- **Call Forward:** Also known as Call Forward Unconditional. Calls are immediately forwarded to another number without any conditions.
- **Call Forward Busy:** Calls are forwarded if the line is busy (i.e. on an active call)
- **Call Forward No Reply:** Calls are forwarded if no answer within a specific amount of time. Example: Calls are forwarded if no answer

after 20 seconds.

- **Call Forward Unreachable:** Calls are forwarded if there is a connectivity issue (i.e. out of coverage SOS/No Signal).

Click **Update Settings** to save the changes.

Note: Activation will take effect within 15 minutes to four working hours.

Online URL:

<https://articles.spintel.net.au/article/activate-mobile-call-forwarding-feature.html>