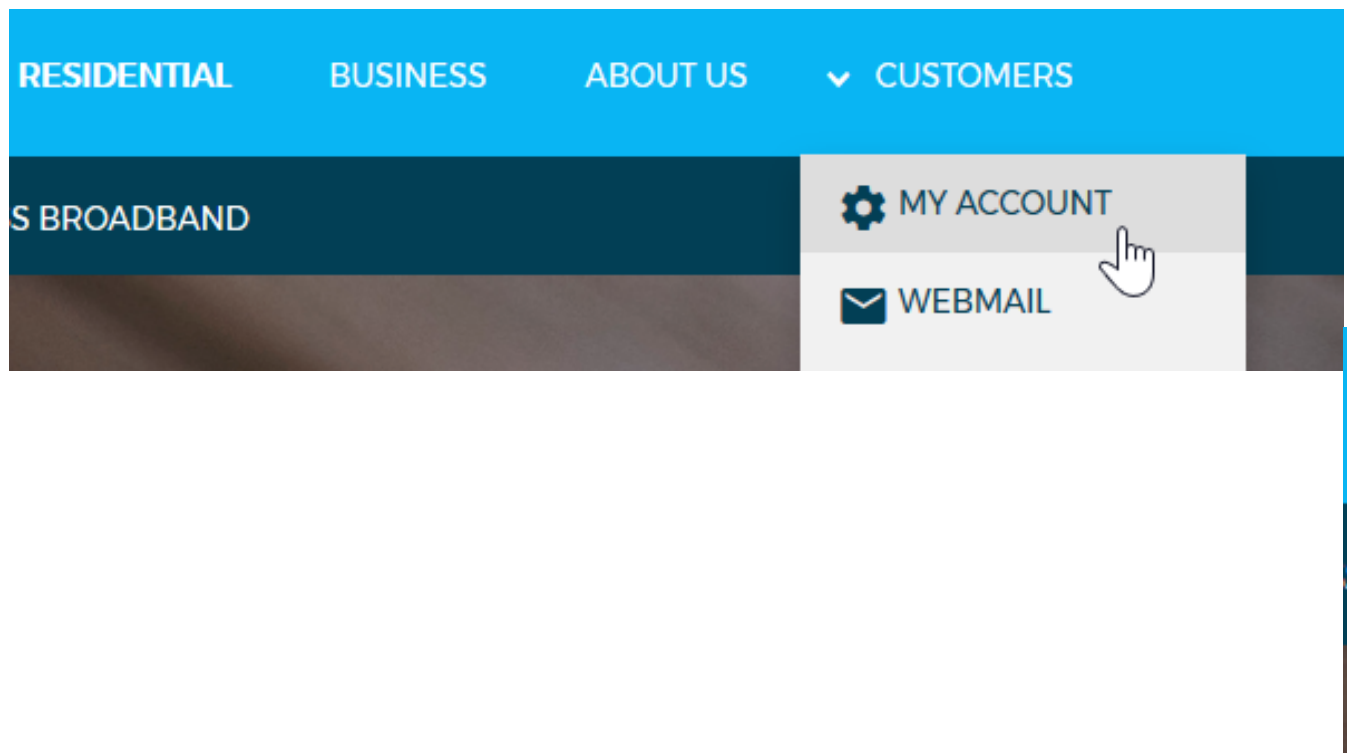


# Activate mobile call forwarding feature

1. Visit [spintel.net.au](http://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 ROBERTSON


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	<div>Off</div>	
Call Forward Busy	<div>Number</div>	<div>On</div>
Call Forward No Reply	<div>Number</div>	<div>On</div>
Call Forward Unreachable	<div>Number</div>	<div>On</div>

### 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>