

HOW TO FORWARD YOUR PHONES

1. **DIAL DIRECT TO YOUR SOUND TELECOM OR SOLAXIS ACCOUNT** – We provide you a telephone number as part of your service. This number may be local or toll free. You can give this number out to your callers and they can dial it directly. We will answer your calls for you and process them accordingly.
2. **CALL FORWARD ONE OR MORE EXISTING LINES TO US** – You can forward your phones to us for call processing. We provide a phone number for you to forward your calls to and your callers will “flow-through” to us. However, you must contact your local phone provider to arrange for this type of call forwarding!

ALTERNATIVES

Should you decide to forward your existing line(s) to us, you will need to set up call forwarding. We'll take a moment here to explain the different possibilities available to you.

- a. **Variable Call Forwarding** – There are several variations to this depending on your local provider. Usually, calls are forwarded by pressing *72 on your phone and then entering the forwarding number. Press *73 to un-forward your line. Most local providers offer this feature.
- b. **Call Forward Busy (CF/B)**– When you order this type of call forwarding from your local provider, your provider will forward calls to your Sound Telecom/Solaxis telephone number in the event that your *primary line rings busy*.
- c. **Call Forward Don't Answer (CF/DA)** – When you order this type of call forwarding from your local provider, your provider will forward calls to your Sound Telecom/Solaxis telephone number in the event that your *primary line is unanswered*.
- d. **Call Forward Busy/Don't Answer (CF/B/DA)** – This is a combination of “call forward busy” and “call forward don't answer.” Your line will be forwarded in the event that your *primary line is either busy or unanswered*.
- e. **Remote Call Forwarding (RCF) and Remote Access Call Forwarding (RACF)** – In both cases, RCF and RACF numbers are owned by your local provider and do not ring into a physical location. Be aware of line capacity restrictions (see below).
 - ✓ **RCF** – You order a number from your local provider and the local provider direct all calls to a telephone number of your choice.
 - ✓ **RACF** - You order a number from your local provider and then they give you a PIN code so that you can direct all calls to a telephone number of your choice, anytime you want from any touch-tone phone.

LINE CAPACITY RESTRICTIONS

There are a wide variety of differences in call forwarding packages offered by local providers. Therefore, it is important to ask your local provider questions before making your choice. Often, this information is published in the front of your yellow page directory.

1. **How many calls can be forwarded at once?** This is the most important question to ask your provider. When call forwarding with (CF/B/DA), for example, many local providers will allow many calls to be transferred simultaneously. If the provider only allowed one call to pass thru your lines at a time, this would potentially cause a bottleneck and your callers would hear a busy signal depending on your call volume. Most folks require at least three (3) calls to pass thru their lines simultaneously in order for call forwarding to work effectively. Remote Call Forwarding lines (RCF and RACF) are notorious for only allowing one (1) call to pass thru the line at a time. Often, local providers will give you additional line capacity (also known as “paths”) but they will bill you for this.
2. **How much does it cost?** Call forwarding is not free. You will need to ask your provider what each type of call forwarding package will cost. You will find that packages generally range between \$3 and \$7 per month. Additional “paths” can cost considerably more. They can cost \$16/month per path or more.

IF YOU HAVE ADDITIONAL QUESTIONS, CONTACT US IMMEDIATELY AT 888.414.1441