



Call Forward Feature Job Aid

Effective: 05/01/2020
Revised: 05/06/2020



Call Forward Feature Job Aid

Purpose

The purpose of this document is to provide information that supports ordering a Call Forwarding feature on a Local Service Request.

Call Forward Feature Descriptions

Call forwarding is a calling feature that performs the function of automatically forwarding an incoming call to another phone number. The forward-to number can be a local, long distance, or toll-free number. When the forward-to number is long distance in nature, toll charges apply and are billed to ordering carrier.

Some call forward features are programmed by the end user, and some are permanently programmed (fixed) in the switch.

This chart provides an overview of call forwarding feature types.

Call Forward Feature	Description	Programmed by
Call Forward or Call Forward Variable	When activated*, all calls are forwarded to the number programmed by the end user. This feature is turned on an off by the end user. *For remote activation, please see the Enhanced Call Forwarding feature.	End User
Call Forward Fixed	All calls are forwarded to a pre-determined local or long-distance number. The forwarding is permanent and is changed only by LSR.	The Switch
Call Forward Busy	When a line is busy, the caller is forwarded to a pre-determined local or long-distance number. This forwarding arrangement is changed only by LSR. Call Waiting Compatibility When programmed on the same line, CW overrides Call Forward Busy unless the called party Cancels the Call Waiting prior to making the outbound call. Hunting Compatibility In Series Hunt, CF Busy is added to the last line of the hunt group. In Multiline Hunt, CF Busy is added to the first (pilot) line of the hunt group. Calls are forward when all lines are busy. In Circular Hunt, CF Busy is not compatible.	The Switch

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Call Forward Feature Job Aid, Continued

Call Forward Feature Descriptions, continued

Call Forward Feature	Description	Programmed by
<p>Call Forward No Answer</p> <p>Call Forward Don't Answer</p>	<p>When a line does not answer after a pre-determined number of rings, the caller is forwarded to a pre-determined local or long-distance number. This forwarding arrangement is changed only by LSR.</p> <p>Call Waiting Compatibility</p> <ul style="list-style-type: none"> • When programmed on the same line, the Call Forward No Answer will forward the caller when the called party ignores the Call Waiting alert. <p>Hunting Compatibility</p> <ul style="list-style-type: none"> • In Series Hunt, CFNA is added to any line of the hunt group that requires forwarding when not answered. • In Multiline Hunt DMS100, CFNA is added to the first (pilot) line of the hunt group. Calls are forward when not answered. • In Multiline Hunt 5ESS, CFNA is added to any line of the group that requires forwarding when not answered. <p>In Circular Hunt, CFNA is added to any line of the group that requires forwarding when not answered.</p>	The Switch
Enhanced Call Forwarding	When activated, all calls are forwarded to a number chosen by the end user. This feature is activated from any phone by calling a toll-free number and programming the forward-to number. It is turned on an off by the end user. Not available in all switch types.	End User

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Call Forward Feature Job Aid, Continued, Continued

Field Identifier FID Chart

Field Identifiers, or FIDs, are entered in the FEATURE DETAIL field to assist with programming the call forward feature. The FID identifies the “fixed” phone number to which calls are forwarded when service provider is responsible to program it.

The chart describes the purpose of the FID and an example of the value that should be entered. In most cases, the FID is made up of an acronym of the type of forwarding feature, and the phone number to which the calls are forwarded.

FID	Description	Example
/CFN	Call Forward Number (Used with Call Forward Fixed)	/CFN 18004354700
/CFNB	Call Forward Number Busy	/CFNB 9524356000
/CFND	Call Forward Number Don't Answer	/CFND
/RCYC	Ringling Cycle	/RCYC 4

Note: A FID is not required when the Call Forward feature is activated by the End User.

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Call Forward Feature Job Aid, Continued, Continued, Continued

LSR Order Entry

When ordering a Call Forward feature that requires a pre-determined number to be programmed in the switch, populate a FID the FEATURE DETAIL field as described in this chart. See *Field Identifier FID Chart* for more details about FIDs.

Rules:

- All FIDs are preceded by a virgule [/].
- Local numbers must contain 10 digits [9524356000]
- Toll-free and long-distance numbers must be 1 followed by a 10-digit number [19524356000]

Call Forward Feature	FEATURE DETAIL EXAMPLE
Call Forward Fixed TN indicates the forward-to number is a long distance or toll-free number.	/CFN 1NPANXX#####
Call Forward Busy • CFNB indicates the forward-to number when busy	/CFNB NPANXX#####
Call Forward No/Don't Answer • CFND indicates the forward-to number. • RCYC indicates the number of rings allowed before a call is forwarded. The default number of 4 rings is programmed when the RCYC # FID is not included in the FEATURE DETAIL section.	/CFND NPANXX##### /RCYC #
Call Forward Busy and No Answer • CFNB indicates the forward-to number when busy • CFND indicates the forward-to number. RCYC indicates the number of rings allowed before a call is forwarded This entry is required when both call forward busy and no answer are included in a single USOC/S&E Feature Ordering Code.	/CFN NPANXX##### /RCYC #



Enhanced Call Forwarding

Enhanced Call Forwarding

The purpose of this section is to provide additional details about the Enhanced Call Forwarding Feature and to identify where and how it can be ordered.

Availability

Enhanced call forwarding is a feature that can be added to Business accounts which allows the end user to forward incoming calls to alternate telephone number. The assignment of the alternate number can be updated either on site at the business location or remotely by dialing into a special access number based on the end-user's area.

The special access number is preassigned by Frontier and can only be offered to new Business customers in select areas with AIN switch capabilities.

NOTE: The Enhanced Call Forwarding feature is currently grandfathered for residential customers.

Activating Enhanced Call Forwarding

To activate enhanced call forwarding the end user would dial into the dedicated access number (listed below) based on their service area.

- **CTF Areas** – 888-483-3230
- **FTR14 Areas**- 877-483-8651

When the Enhanced Call Forwarding feature is activated on an account, a default PIN is established when the ECF service is added to the customers number in the AIN database.

Once the customer calls into the IVR for the first time they are prompted to update their pin.

- **Default Pin:** 999999
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Enhanced Call Forwarding, Continued

Where it Can Be Ordered

The Enhanced Call Forwarding Feature is available in select areas to Business customers with AIN switch capabilities. The chart below outlines the current areas where the service is available by Environment and Tariff and the appropriate ordering code to be added to the LSR.

ENV	TARIFF	CODE	ITEM DESCRIPTION
NW	FWA	ECFB	Enhanced Call Forwarding
NW	FWC	ECFB	Enhanced Call Forwarding
NW	IDF	ECFB	Enhanced Call Forwarding
NW	ORN	ECFB	Enhanced Call Forwarding
NW	WAF	ECFB	Enhanced Call Forwarding

LSR Order Entry

The Enhanced Call Forwarding feature does not require the population of the FID field on the LSR. The only code required is **ECFB**.



Change Log

Date	Page	Change
5/6/2020	6, 7	Added Enhanced Call Forwarding Feature Details