

Conditional Call Forwarding SOP

This Standard Operating Procedure (SOP) outlines how to set up Conditional Call Forwarding (CCF) for major U.S. mobile carriers. It ensures that missed or unreachable calls are forwarded to your AI assistant or another designated number.

AT&T (Wireless)

- Busy: *67*1[Forwarding Number]#
- No Answer: *61*1[Forwarding Number]*11*10#
- Unreachable: *62*1[Forwarding Number]#
- Universal Setup: *004*1[Forwarding Number]*11#
- Deactivate All: #004#

Verizon

- Busy: *71[Forwarding Number]
- No Answer: *92[Forwarding Number]
- Deactivate: *73

T-Mobile

- Busy: **67*1[Forwarding Number]#
- No Answer: **61*1[Forwarding Number]#
- Unreachable: **62*1[Forwarding Number]#
- Deactivate All: ##004#

Sprint

- Busy: *74[Forwarding Number]
- No Answer: *73[Forwarding Number]
- Deactivate: *720

US Cellular

- Busy: *71[Forwarding Number]
- No Answer: *92[Forwarding Number]
- Deactivate: *720

SOP Instructions for Clients

1. Identify Your Carrier: Determine your mobile service provider.
2. Choose Forwarding Scenario: Busy, No Answer, or Unreachable.
3. Dial the Appropriate Code: Replace [Forwarding Number] with your AI assistant's number.
4. Test the Setup: Call your number from another phone to ensure it forwards correctly.
5. Deactivate Forwarding: Use the deactivation code if needed.