

### Spitfire's Call Diversion Service

#### What is Spitfire's Call Diversion Service & why use this service?

Spitfire's Call Diversion Service allows clients moving office to retain their existing telephone number/s even if they are moving out of their local exchange area.

This service is available on analogue, ISDN2e and ISDN30e lines and is far more flexible than the call diversion services offered by BT. For example, if moving outside your local exchange area, BT can only provide 'Caller Re-direct' (a message giving your new main number) rather than a call forwarding service. BT can only provide 'Caller Re-direct' on ISDN2e and ISDN30e circuits.

Spitfire are able to forward numbers from individual DDI's to new DDI's and we can even forward numbers to two different sites, or several different numbers.

As well as the flexibility, one of the main advantages of Spitfire's Call Diversion service is the low cost of diverting the call at only 1p per minute.

#### The main benefits for using Spitfire's Call Diversion Service:

- Existing numbers can be retained when moving;
- Call forward individual numbers to different sites or even to mobiles;
- Disaster recovery benefits - where the number to which calls are being diverted fails, calls can be forwarded from individual DDI's to individual mobile numbers or to alternative landline numbers;
- Low cost & easy to implement;
- Cheaper than standard BT Caller Re-direct messaging service;
- Can be integrated with SIP Voice over IP services.

#### How soon can I have this service?

Spitfire can provide this service for you by porting your number/s to the Spitfire network, this takes approximately 4 weeks. We then set up call routing, which forwards calls onto the required number/s.

#### How do I find out more or order this service?

If you have any questions regarding this service or would like to place an order please contact your IT Support Company or call the Spitfire Partner Services team on 020 7501 3150. Alternatively, email us at [partners@spitfire.co.uk](mailto:partners@spitfire.co.uk) - letting us know who your IT Support Company is that recommended you to Spitfire.

ADSL2+

ADSL Max

SDSL

VDSL

Ethernet Circuits

VoIP & SIP

Telephone Line  
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Telephone  
Systems

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