



Forwarding your calls to our new platform

Guide for Telenet customers: mobile and landline

TELENET

Why this guide?

Memo•Offitel is moving to a new telephony platform. As a result, you will receive a **new forwarding number**. To make sure your calls keep reaching us after the migration, update the call forwarding on your phone(s) to this new number. It only takes a few minutes. This guide walks you through the steps for Telenet.

Your details

NEW FORWARDING NUMBER

NEW NUMBER

ACTIVE FROM

Monday 2 November 2026

CURRENT FORWARDING NUMBER

CURRENT NUMBER

expires on 30 November 2026



Week 44

26/10 – 1/11

You receive your new forwarding number and this guide.



Monday 2 November

The new number is active. You can now update your forwarding.



Monday 30 November

The current number expires. Your forwarding must be updated before this date.

Important: do **not** set up the new forwarding **before 2 November**, as the new number is not active yet. Do make sure to do it **before 30 November**: the current number then expires and your calls will no longer reach us.

In 4 steps

1

Turn off the old forwarding

First disable the existing forwarding to the current number.

2

Set up the new forwarding

From 2 November, activate forwarding to the new number (see the following pages).

3

Test

Ask someone to call your number and check that the call reaches Memo•Offitel.

4

Confirm

Let us know the forwarding has been updated. We'll double-check with you.

Which type of forwarding?

Choose the option that matches your agreement with Memo·Offitel. Not sure? Feel free to contact us.

Always

All calls go straight to Memo·Offitel. Your own phone does not ring.

No answer

Your phone rings first. If you don't pick up, we take over.

Busy

If you are already on a call, the call goes to Memo·Offitel.

Unreachable

If your mobile is switched off or has no signal, we take over. (Mobile only)

Mobile phone (smartphone)



Open the **Phone app**, type the code as if you were dialling a number and press the **green call button**. After a few seconds, a confirmation appears on your screen.

Situation	Activate	Deactivate	Check
Always	**21* NEW NUMBER #	##21#	*#21#
No answer	**61* NEW NUMBER #	##61#	*#61#
Busy	**67* NEW NUMBER #	##67#	*#67#
Unreachable	**62* NEW NUMBER #	##62#	*#62#
Turn off all forwarding		##002#	

These codes also apply to BASE subscriptions (same network).

Number format: enter the new number without spaces, dots or dashes. On a mobile, the international format is the most reliable, e.g. **+32...**

Adjust the delay: for 'no answer', you can choose after how many seconds (5 to 30) the call is forwarded:

61* **NEW NUMBER ** **sec** #

Prefer to use your smartphone settings?

iPhone: Settings > Apps > Phone > Call Forwarding > switch on and enter the new number. (On older iOS versions: Settings > Phone > Call Forwarding.) This menu always forwards all calls; use the codes for the other situations.

Android: Phone app > ⋮ (menu) > Settings > Calling accounts / Supplementary services > Call forwarding. Exact names vary by brand.

Landline

Requirement: with Telenet, landline forwarding is the **paid 'Call forwarding' option**. Activate it in My Telenet > Manage your products > Manage your options. It is active after about 30 minutes.

On a Telenet landline you can only forward **all calls**. Forwarding when busy or on no answer is not available.



Lift the handset or press the call button, dial the code and wait for the **confirmation tones** or message. Then hang up.

Situation	Activate	Deactivate
Always	*21 NEW NUMBER	#21

Dial ***21**, immediately followed by the new number, and press the call button. A quick series of short tones confirms activation.

Manage remotely

Call **015 33 33 33**. The first time, call from your own landline, enter the default code **1234** and choose a personal PIN. After that, you can switch forwarding on or off or change the number from anywhere.

Phone system or business cloud telephony?

If your company uses a phone system (PBX) or a cloud solution, forwarding is usually set up in that system or its admin portal, not with the codes above. Check with your IT administrator or supplier. We're happy to help.

Test

Call the forwarded number from another phone. If the call reaches Memo·Offitel, you're all set. Let us know when you're done and we'll check on our side too.

Costs

A forwarded call is charged at the standard rate of your Telenet plan (landline to landline or landline to mobile). The person calling you pays nothing extra.

Need help?

Our team is happy to help you with the migration.

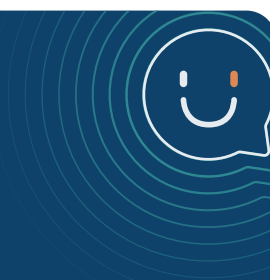
MEMO·OFFITEL MIGRATION TEAM

+32 52 89 84 31

migratie@memo-offitel.be

TELENET CUSTOMER SERVICE

telenet.be · 015 66 66 66



The codes and menus in this guide were checked in October 2026. Operators and device manufacturers may change them. If a code doesn't work, contact Telenet or our migration team on +32 52 89 84 31 or at migratie@memo-offitel.be.