Forwarding and removing forwarding a Premium Auto Attendant Number

Log into the Auto Attendant portal (or access the settings from the Admin portal)

Turn the Auto Attendant off by clicking “Turn OFF” under the “Activation Status” header.
Click on the hyper-linked words “this number is unreachable”

Check the option “Forward callers to:”

Input the number that you would like to forward the calls to. The click “Apply”
To turn the forwarding off, you will click “Turn ON” and your Auto Attendant will now play when a caller calls in.