

Jio Call Forwarding Activate and Deactivate Code - Why BSNL Numbers Not Working?

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In brief

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Some users forward calls to other numbers to receive incoming calls while out of coverage, or sometimes entirely. Jio provides the call forwarding facility too. Users can use call forwarding codes or activate the service from settings. The best part with Jio is that since all voice call features are free in Jio, call forwarding can be done without any extra cost.

Here we will check the Jio call forwarding code and why call forwarding is not working to BSNL numbers. If you are looking for the Jio call forwarding code or want to know how to activate the Jio SIM and enable call divert, check the How to Activate Call Forwarding section below.

You can receive all calls from your Jio number to another Indian number and freely receive them in any part of the country. Despite this convenience, there are some disappointing factors too. We received messages from users asking why call forwarding from Jio to BSNL is not working. In general, the BSNL call forwarding option is not available in Jio.

Does call forwarding from Jio to BSNL work?

Technically, as per Jio, you can forward your Jio number to any mobile number in India, whether it is BSNL, Airtel, Idea, Vodafone, etc. However, when we tried to forward the call to a BSNL number, it did not work. The setup was successful, but when we tried to call the Jio number, we heard a message saying that the number doesn't exist.

We contacted customer care, and according to them, the call forwarding feature is not available for BSNL numbers. The service works for all networks except BSNL. The customer care executive did not comment on the reason behind the issue. They only stated that the service is not currently available for BSNL numbers.

What is the cause of the issue?

Initially, we also thought that it was a technical issue. But after discussing with customer care, it is clear that the service is not available for BSNL numbers. So, there might be some issues between these two operators.

How to resolve Jio Call Forwarding Issue?

Since the service is not available for BSNL numbers, you only have the option to forward calls to numbers from other operators (if any). If you need the service for BSNL, it is better to log a complaint with Jio by dialing 1991. If more people make the same request, they might enable it.

How to Enable and Disable Call Forwarding in Jio ?

In all cases, it is not possible to activate and deactivate call forwarding on your Jio number using the call settings menu on the mobile. It is highly recommended to enable and disable the feature using the USSD option.

How to Activate Call Forwarding and enable call divert ?

Call forwarding from a Jio number to another number can be done in four main cases. The following are the Jio call forwarding codes:

1. Call forwarding Unconditional - *401*<10 digit number> - This option is used to forward all the calls from your mobile. All the calls will get transferred to the given number.
2. Call forwarding - no answer- *403*<10 digit number> - This option can be used to forward the call in the case if the user didn't pick the mobile.
3. Call forwarding - busy - *405*<10 digit number> - If the number is busy, call will be diverted to the given number.
4. Call Conditional call forwarding - not reachable-*409*<10 digit number> - This is the most used option. Here the calls will be transferred to the given number if the Jio number is switched off or out of coverage.

Jio Call Forwarding Deactivation Code

Following are the call forwarding deactivation code for Jio:

1. Cancel call forwarding Unconditional - *402
2. Cancel call forwarding - no answer- *404
3. Cancel call forwarding - busy - *406
4. Cancel conditional call forwarding - not reachable- *410
5. Cancel all the forwarding together - *413