

# Call Routing

Call Routing is a great way to help small businesses ensure that callers reach the individuals who can best help them. This option lets you have one main business phone number for as many as nine different departments or affiliates. Callers will hear your greeting, inviting them to leave a message in the appropriate mailbox. Callers can only leave messages – Call Routing does not ring through to individual phones.

## To set up Call Routing

A CenturyLink™ Consultant will call to establish your service and all the mailboxes calls will go to. Before this call, please prepare:

- A main greeting up to three minutes long.
- A greeting-only four-digit security code that allows you to change your main greeting without contacting CenturyLink.
- An individual greeting for each mailbox.
- A password for each mailbox.

## To change a Call Routing greeting

- Call your special retrieval number.
- Enter your Call Routing mailbox number.
- Enter your greeting-only security code.
- Press **2** to record a new greeting and follow the prompts.

**Note:** Although you can press **1** to “Delete Existing Greeting,” DO NOT change your greeting this way. It may temporarily disable Call Routing. Press **2** instead and record your new greeting over your old one.

## To make other changes to Call Routing

- If you have Call Routing and want to add, delete or change the order of the mailboxes to which calls get routed, or make any other changes, just call 1 800-888-1713.
- If you’ve added Call Routing to your existing service, the way you access your mailboxes may change. Your CenturyLink Consultant will review these changes with you.

NOTE: The optional Scheduled Greetings feature is not available with Call Routing.

©2011 CenturyLink, Inc. All Rights Reserved.  
CLRT2\_BE 8/11

**1 800-776-2777** for customer assistance  
[centurylink.com/bizwelcome](http://centurylink.com/bizwelcome)

