CustomChoice®

When it comes to what you like, you're the expert. That's why CustomChoice lets you choose from the features described in this guide.

And to give you even greater power of choice as a CustomChoice subscriber, you are eligible for outstanding discounts on other qualifying CenturyLink™ services.

Whichever features you select you'll enjoy our low price – just $29.95 monthly, and only $26.95 per month on your additional lines!

Use this guide to familiarize yourself with the CustomChoice features you've selected. And while you're browsing, if you see another feature you'd like to add, simply visit our Web site at qwest.com/customchoice or give us a call. You can add or change features anytime – and there's never an activation charge.

In addition to reviewing this guide, you should also read the instructions included with any equipment you've purchased. If you've ordered Voice Messaging Service, please refer to the Instruction Guide you should receive in a separate mailing.

1 800-238-5100 for customer assistance
centurylink.com/bizwelcome

CenturyLink™
Business

Call Waiting

Receive incoming calls while you're on the phone. Switch to the second call without losing the first one.

It's easy

- When you hear the Call Waiting tone, quickly press and release the switchhook or `FLASH` to answer the second call.
- Press again to switch back.

To temporarily turn off

- Press `*` `7` `0` and listen for three brief tones, then a normal dial tone.
- Dial the phone number you wish to call. Call Waiting will be restored automatically when you hang up.

To temporarily turn off with a call in progress

- Press and release the switchhook or `FLASH` to put your call on hold.
- Listen for three brief tones and a normal dial tone, then press `*` `7` `0`.
- Press the switchhook or `FLASH` again to continue your call without interruption. Call Waiting will be restored automatically when you hang up.

Call Waiting ID

See who your second caller is before answering, on your special Call Waiting ID display unit.

It's easy

- When you hear the Call Waiting tone, check your Call Waiting ID display to see who is calling.
- If you want to answer, press and release the switchhook or `FLASH` to put the first call on hold and answer the second call.

To temporarily turn off

- Follow the same instructions for turning off Call Waiting.

Last Call Return

The phone stops ringing just before you reach it. Now you can find out who called, and if you choose, automatically redial the number.

It's easy

- To find out the number of your last caller, press `*` `6` `9`.

  (Blocked numbers will not be announced.)

- To return this call, simply press `1`.

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Call Waiting Deluxe

Available with the CenturyLink Home Receptionist. Manage incoming calls easily and efficiently. When you hear the Call Waiting Deluxe tone (slightly different than the regular Call Waiting tone), your phone display will show the name and number of the incoming caller. With the unique features of the CenturyLink Home Receptionist you can:

• Send an incoming caller directly to Voice Messaging Service.

• Send a message asking a new caller to please hold.

• Add a new call in with your existing call.

• Switch back and forth between calls.

• End a current call and accept a new call.

Remember to activate your services by calling 1 800-332-3487 from your home phone. Please refer to the instructions included with your CenturyLink Home Receptionist for further details.

Long Distance Alert™

This distinctive ring or Call Waiting tone lets you know when the incoming call is long distance.

Caller ID

Know who is calling before you answer the phone. The Caller ID display unit shows the caller's name and number. It also keeps a log of your most recent calls.

It's easy

• A display unit attached to your phone shows the caller's name and number after the first complete ring.

• The name, number, date and time of most calls are automatically stored.

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Priority Call

For the people in your life who take priority. A unique ring alerts you when they call.

It's easy

- Store up to 15 phone numbers to be identified with a unique ring.
- To create and change your Priority Call list press $*61$.
- If you have Call Waiting, your Priority Calls will be identified by a special tone when you are on another call.
- To cancel, press $*81$.

Custom Ringing

Know who the call is for without picking up the phone. Up to four people in your household can have their own distinctive ring. No additional equipment or wiring needed.

Up to four phone numbers are assigned to your home, for you to distribute. Each number has its own ring. (They can have their own listing in the White Pages as well, for an additional charge.) If you have Call Waiting, the tone is different for each Custom Ringing number as well.

Call Rejection

Why receive calls you know you don't want? Now you can block those callers, just by knowing their phone number.

It's easy

- To block unwanted calls, press $*60$.
- When an "unwanted caller" tries to call, a recorded message says that you are not accepting calls.
- If you don't know an "unwanted caller's" number, you can include them on your Call Rejection list right after hanging up from their call. Simply press $*60$.
- Up to 15 numbers can be stored on your Call Rejection list.
- To temporarily deactivate Call Rejection, press $*80$.

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Anonymous Call Rejection

Reject incoming calls into your home if the caller has blocked their information from being shown on your Caller ID display.

It's easy

- To turn on, press ⭐77.
- Your phone won't ring if someone calls from a blocked line.
- To turn off, press ⭐87.
- Blocked callers can get through on a per-call basis by dialing ⭐82 before placing the call.
- An incoming "blocked" long distance call is billed to the caller, even if the call was not completed due to Anonymous Call Rejection.
- Some business or public telephone systems may not have ⭐82 unblocking capabilities.

Speed Calling

Dial your most important and frequently called numbers with a single touch.

To Program Speed Calling 8

- Give each number a one-digit code from 2 to 9.
- Press ⭐74.
- Press the one-digit code, followed by the phone number. Listen for the tone.

To Program Speed Calling 30

- Give each number a two-digit code from 20 to 49.
- Press ⭐75.
- Press the two-digit code, followed by the phone number. Listen for the tone.

To call

- Press the code for the person you're calling, followed by the # key.

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Continuous Redial

No time to try back after a busy signal? Let your phone do the work automatically.

It's easy

- After the busy signal, hang up then press ⋆66.
- Hang up again. Continuous Redial will continue dialing the number for up to 30 minutes.
- A distinctive ring tells you when the line is no longer busy. Simply pick up the phone and your call connects.
- Activate Continuous Redial on up to 15 numbers. Works with most local and some long distance numbers.
- To cancel press ⋆86.

3-Way Calling

Talk to two people at separate locations at the same time. 3-Way Calling can connect both local and long distance calls.

To use 3-Way Calling

To connect a second party to your current call:

- Press the switchhook or FLASH to put the first person on hold.
- When you hear three brief tones and a normal dial tone, call the second person.
- Press the switchhook or FLASH again to connect all three of you.
- If the second person doesn't answer, press the switchhook twice to cancel and continue talking to the first person.
- To hang up the second call, press the switchhook or FLASH again. The original call ends when the first person hangs up.

Call Forwarding

Don't miss calls while you're out. Forward your calls to a selected local, long distance or wireless number. You can still make outgoing calls while Call Forwarding is in effect.

It's easy

- Press ⋆72.
- After you hear a second tone, dial the number you want your calls forwarded to.
- When the phone is answered, hang up.
- If the phone is busy, or no one answers the number you want your calls forwarded to, repeat the first two steps. You'll hear two quick tones. Call Forwarding is then activated.
- A short ring on your phone each time a call is forwarded reminds you Call Forwarding is active.
- To cancel, press ⋆73.

Selective Call Forwarding

Choose specific calls to transfer to a local, long distance or wireless number. Use it for only those critical calls you don't want to miss.

It's easy

- Press ⋆63.
- Select up to 15 different numbers to forward.
- To cancel, press ⋆83.

more about CustomChoice®

Call Following®

Now you don't have to be home to forward your calls to another location. Please refer to the attached sheet for directions on how to get started. And be certain to activate your new security code as soon as possible.

- **WARNING** – If you received a separate Call Following Instruction Sheet, our records indicate you have ordered Call Following. If you did not order this service, please contact CenturyLink immediately. Otherwise, unauthorized parties could use your line, resulting in long distance charges being added to your bill.

CustomChoice price does not include other charges such as CALC, Zone Increment, EAS or taxes. Not all services are available in all areas. Call your CenturyLink Representative for full details.

Caller ID and Call Waiting ID require a compatible display unit or a compatible telephone such as CenturyLink's Home Receptionist. Blocked calls and certain other calls will not be displayed. Last Call Return, Selective Call Forwarding and Priority Call may not operate on blocked and certain other calls. Continuous Redial is not available in all states.

The same special ring is used for Custom Ringing, Priority Call and Long Distance Alert. If you have these services, you may not be able to distinguish between calls. Other limitations and restrictions may apply to certain services and in certain areas.

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