

# Dial Lock<sup>®</sup>

Dial Lock puts you in control of how your phone is used. When you first order Dial Lock, most calls except for local, toll-free and 911 calls are blocked automatically. Customize the blocked call list to suit your needs, or override Dial Lock at any time with a special bypass code.

## How does Dial Lock work?

When you first order Dial Lock service, it will automatically be set to block these types of calls:

- All long-distance calls, including international calls and those placed with Carrier Access Codes
- Operator-assisted calls
- Directory Assistance calls
- Information Services calls (900, 976 and 960 numbers)

If someone tries to place one of these types of calls from your phone, they will hear:

*"We're sorry. This call cannot be completed from this telephone."*

You'll still be able to place local and toll-free calls, or you can choose to block them later. Modify your Dial Lock settings according to your preferences, or set up a bypass code for yourself or others to use on a per-call basis.

**For your safety, calls to 911 will never be blocked.**

**1 800-238-5100** for customer assistance  
[centurylink.com/bizwelcome](http://centurylink.com/bizwelcome)

## How to set up and manage Dial Lock

- Call the CenturyLink Update Center at 1-888-(your area code)-8052.\* Use the area code of your main business phone number. You may also call the Update Center by dialing **\*78** from the phone line that has Dial Lock service.
- When you call for the first time, enter the phone number for which you have ordered Dial Lock (if prompted).
- Next, enter the temporary security code **123456**. Follow the recorded instructions to set up your own six-digit code that's easy for you to remember. You will need this code whenever you want to make changes to your service.
- Listen for the prompts and select **Dial Lock**.
- You'll hear a Main Menu that lists several options for managing your service. See reverse for more about the menu options.

\* In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. In Iowa area code 641, call 1 888-515-8052. In Arizona area code 928, call 1 888-520-8052. In Oregon area code 971, call 1 888-503-8052. In Oregon area code 458, call 1 888-541-8052.

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## Dial Lock Menu Options

After you call the Update Center and enter your security code, you'll have several options at the Main Menu:

- Turn Dial Lock off and on
- Change the types of calls that Dial Lock is blocking
- Set up phone numbers that are never blocked
- Set up a bypass code for authorized callers
- Change your security code

In addition to the menu items, you may press **[0]** for help about the Main Menu, or **[8]** to manage your Dial Lock service on another phone number.

## Turning Dial Lock OFF and ON

Dial Lock is automatically turned on when you order your service. If you ever want to turn off blocking entirely, call the Update Center.

- An announcement at the Main Menu will tell you whether Dial Lock is currently on or off.
- If Dial Lock is on, press **[1]** to turn it off. No calls will be blocked until you call back and turn Dial Lock on again.
- If Dial Lock is off, simply press **[1]** to turn it on.

## Changing the types of calls that are blocked

To change the types of calls that Dial Lock blocks, simply call the Update Center, choose **[2]** from the Main Menu, and follow the recorded instructions.

You'll be able to unblock operator-assisted calls, directory assistance calls, and calls to toll-free numbers. And, for the most control, you can even block your local calls.

Please note that you will not be able to unblock long-distance calls, international calls, and pay-per-call numbers. To allow these types of calls, you'll either need to turn Dial Lock off completely, set up specific authorized numbers, or use a bypass code.

## Setting up authorized phone numbers that will never be blocked

You can authorize up to 20 numbers that will never be blocked. These can be specific telephone numbers (including international numbers), or they can be area codes, area codes plus three-digit prefixes, or country codes for international calls.

To set up your authorized number list, call the Update Center, choose **[3]** **Authorized Phone Number List** from the Main Menu, and follow the recorded instructions.

As you add a new number to your list, do NOT include a 1, 0 or 011 at the beginning of the number. For example, if you were adding the toll-free number 1 800-555-1234 to your list of authorized numbers, you would enter it as 8005551234.

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## Setting up Privileged Calling Codes

Program up to 5 different four-digit codes that you or other privileged callers can use to make blocked calls, even while Dial Lock is turned on. To set up a bypass code, call the Update Center, choose [4] at the Main Menu, and follow the recorded instructions.

Bypass codes are different from the 6-digit security code that you use when calling the Update Center. ONLY use the 6-digit code when you call the Update Center. Use one of the privileged bypass codes to place a call that would otherwise be blocked.

## Using a bypass code to place a call

- Dial the phone number as usual. If Dial Lock is blocking that type of call, you'll hear the beginning of an announcement that the call is blocked.
- Immediately enter your four-digit bypass code to interrupt the announcement and allow your call to be completed.

**Note:** Sometimes the bypass code may not break through blocking for certain types of calls. If you use the bypass code to place a blocked call, and you hear:

*"We're sorry. Your call cannot be completed from this telephone."*

...then the bypass code will not work. In this case, simply call the Update Center and turn Dial Lock off before you place the call. Remember to turn Dial Lock back on afterward.

## Changing your Security Code

- Call the Update Center, using your current 6-digit security code.
- Select **Personal Options** and follow the recorded instructions to set up a new 6-digit security code.

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