

Scheduled Forwarding

Make sure your calls are forwarded to the right place at the right time – automatically. And, if plans change, you can use the Basic Non-Scheduled Forwarding feature to temporarily change your forwarding number without erasing your regular schedule. Or, you can choose to turn all your forwarding off at other times.

IT IS VERY IMPORTANT that you set up Scheduled Forwarding immediately to prevent others from improperly billing long-distance calls to your account.

First, set up your Security Code

- Call the CenturyLink Update Center at 1 888-(your area code)-8052* from any touch-tone phone, or call *|7|8 from your business phone number.
- If prompted, enter your area code and telephone number.
- You will be asked for a security code. If it's the first time you've called the Update Center, enter the temporary code |1|2|3|4.

Note: If you've already set up another service through the Update Center, such as Selective Call Forwarding, you can use the same security code for Scheduled Forwarding too. Enter your existing code instead of 1-2-3-4. You do not need to set up a new code.

- Recorded instructions will then guide you through setting your own permanent 4-digit security code. For your security, do NOT use the last four digits of your telephone number.

Important: For your protection, the initial setup of your Security Code can only be done from your office telephone by dialing *|7|8 to access the CenturyLink Update Center. Afterward, any changes to your service can be made by dialing *|7|8 or by dialing the CenturyLink Update Center toll-free at 1 888-(your area code)-8052* from any touch-tone phone.

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



To set up your Forwarding schedule

- Press **3** at the Main Menu to Enter your Schedule.
- Press **1** at the Schedule Menu to add a new entry.
- Select a day of the week from 1 to 7, starting with Monday as 1.
- Enter the times of day that you want your calls forwarded. You'll only need to enter times for the first day you set up, then you can use the Copy function if the times and phone numbers are the same each day. Be ready to enter the start time, end day (you can forward overnight to a different day), end time and telephone number to forward to. At each step, you will hear your entry played back to be sure it's OK.
- After each entry, you have two options:
 - Press **1** to add another entry on the same day.
 - Press ***** to return the Schedule Menu for more options.
- For each subsequent day that you schedule, you have two options:
 - Press **1** to use the same hours and phone numbers that you just specified for another day. (Copy Function)
 - Press **2** to enter different hours or phone numbers.
- Press ***** when your schedule is complete. Your schedule will be turned on automatically.

What you can do when Scheduled Forwarding is ON

Call the Update Center by dialing ***78** from your office telephone number or 1 888-(your area code)-8052* from any touch-tone phone. Enter your area code, phone number and security code if asked.

- Press **1** to Turn Scheduled Forwarding OFF.
This will turn all forwarding OFF.
- Press **2** to switch to Basic, Non-Scheduled Forwarding. Sometimes, you may want to turn off your schedule and forward calls to another number temporarily. Your schedule will be automatically saved for you and ready to use when you activate Scheduled Forwarding again. Just follow the prompts to enter your temporary forwarding number. All calls will forward to this number until you turn Scheduled Forwarding back ON.
- Press **3** to Edit your Schedule.
When you need to make changes in your forwarding schedule, press:
 - 1** to add entries, then select days and times as you did before.
 - 2** to change existing entries in your schedule. Listen and press the number for the day of the week you want to change. You'll hear what the schedule is for that day and have the chance to either keep it or change it.
 - 3** to remove entries from your schedule.
 - 4** to hear the contents of your schedule.
- Press **4** to change your Security Code.
Follow the prompts to enter a new four-digit code.

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► more about Scheduled Forwarding

What you can do when Basic, Non-Scheduled Forwarding is ON

If you've switched to Non-Scheduled Forwarding, and you're ready to use your Schedule again, you'll need to switch back. Or, you can change the phone number you want calls to go to.

From the Main Menu:

- Press **1** to turn Non-Scheduled Forwarding OFF.

This will turn ALL forwarding OFF. It will not turn your Schedule back on. To do that, choose Change or Switch Forwarding below.

- Press **2** to Change or Switch Forwarding.

When you need to make changes or switch Forwarding, press:

- 1** to change your Non-Scheduled Forwarding phone number.
- 2** to switch back to Scheduled Forwarding.
- 3** to edit your Schedule.
- 4** to change your Security Code.

When all Forwarding is OFF

The Main Menu is a little different if both Scheduled and Non-Scheduled Forwarding have been turned OFF. Choose from the options below:

- Press **1** to turn Non-Scheduled Forwarding ON.
- Press **2** to turn Scheduled Forwarding ON.
- Press **3** to edit your Schedule.
- Press **4** to change your Security Code.

Warning

Please check the confirmation letter you received with this sheet to see if Scheduled Forwarding has been ordered for your phone. If you did not intend to order Scheduled Forwarding, please contact us immediately. Otherwise, unauthorized parties could use your service, resulting in long-distance charges being added to your bill.

* 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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Scheduled Forwarding Service Agreement

Some services offered by CenturyLink are not regulated by the state public utility regulatory agency. These services are governed by these Terms and Conditions, so be sure to keep this Agreement. By using or paying for the Service, you agree to these Terms and Conditions.

Services: Among the Services which are governed by these Terms and Conditions are: Scheduled Forwarding. It is offered only to customers in areas where we are able to provide it. Scheduled Forwarding can only be activated, deactivated or changed from telephone sets that provide touch-tone signaling.

Billing and Suspension of Service: CenturyLink will bill you each month, in advance, on the page of your bill marked "unregulated" for the Service(s) you have selected. If payment is not received for the Service, then we may discontinue the Service after notifying you in writing. We may also suspend or discontinue the Service, without notice, if no telephone service is being provided to the business, if any abuse or misuse of the Service occurs or if a hazard or danger to person or property exists.

Cancellation/Agreement: Subject to any initial service period, you may cancel your Service, without further charge, as of the date you call us. But we will continue to provide the Service you have ordered and we will expect you to pay for it until you do cancel the Service.

Deposit: Subject to any applicable laws or rules, if we hold a deposit for your account, we may apply it to any unpaid amount that you owe us when any Service is terminated for any reason.

Limitation of Liability/Sole Remedy – "Out-of-Service" Credit: If your Service is interrupted for 24 hours or more, and if it is not due to your own actions or instruments in your business, nor due to your own actions or those of your customer or employees, you will be entitled to an "out-of-service" credit. It is your responsibility to contact us and request a credit within a reasonable time, generally 30 days, or we may not give you this credit. THIS IS YOUR SOLE REMEDY FOR ERRORS, OMISSIONS AND OUT-OF-SERVICE CONDITIONS, EVEN IF IT IS OUR FAULT. IN OTHER WORDS, OUR ONLY LIABILITY TO YOU IS TO GIVE THE "OUT-OF-SERVICE" CREDIT. WE ARE NOT LIABLE FOR ANY OTHER DAMAGES, REGARDLESS OF THE THEORY, WHETHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL. WE ARE NOT MAKING ANY WARRANTIES TO YOU, AND WE EXPRESSLY EXCLUDE

AND DISCLAIM ANY IMPLIED WARRANTIES SUCH AS WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

Reporting/Repairs: If you have any problems with your Service or if you are entitled to an "out-of-service" credit, please contact us at the telephone number on your bill or in the Customer Guide part of the White Pages. It is our obligation to repair our facilities, but if you or your customers or employees damage our facilities, we may charge you for the cost of repair.

Changes: We may change or stop offering any Service, and we may change any of the Terms and Conditions and the price for any Service, but only after we give you 30 days' notice. The notice may be included with your monthly bill. Any change in these Terms and Conditions must be in writing. Continued use of the Service after change(s) in Terms and Conditions constitutes acceptance by you of the change(s).

Taxes: We will add applicable sales, use, and other taxes, assessments and charges to your bill.

Bad Checks: We will charge you a bad check fee if your check is returned by your bank.

Dispute Resolution: Any claim, controversy or dispute arising out of this Agreement shall be settled by arbitration in accordance with the applicable rules of the American Arbitration Association. The arbitrator shall have the authority to award compensatory damages only, and judgement upon the award may be entered in any court having jurisdiction.

Additional Information: Service descriptions and any limitations may be described in product literature. These descriptions and limitations are part of these Terms and Conditions. Please call us if you need copies or have any questions.

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