CORE**CONNECT**

Core Connect®

Business Class Data & Voice

CenturyLink™
Business

Welcome to Core Connect

Your CORE CONNECT® package includes simply everything you need for affordable business-class connectivity.

This guide is designed to help you get your new services up and running quickly. If you have any questions whatsoever, we're here to help! Call 1 888-712-1406, and if you haven't done so already, please take advantage of your FREE Activation Appointment (see Step 2 below to schedule your appointment).

DATA SERVICES
- Microsoft Exchange e-mail, webmail, calendars and more
- Website tools and hosting
- Domain name registration
- Online data backup
- Internet security tools and filters
- Fax over E-mail

PAGES 4-7

HIGH-SPEED INTERNET
- Speeds up to 10 Mbps included, upgradeable to 50 Mbps (in some areas).
- 24x7 technical support

PAGE 3

UNLIMITED VOICE
- Your phone line
- Unlimited Local and Domestic Long Distance
- Business Voice Mail
- Choice of 15 calling features you can activate anytime

PAGE 8

DISCOUNTS & EXTRAS
- Discounts on Internet speed upgrades and additional phone lines
- Free Activation Appointment with the Technology Support Team

Let's get started:

1
CONNECT YOUR HIGH-SPEED INTERNET SERVICE

CENTURYLINK™ HIGH-SPEED INTERNET IS THE KEY TO YOUR CONNECTIONS

If you have not already had a CenturyLink technician install your service, and want to do it yourself:

- To connect your service, insert the CD included in the kit you received in the mail into your computer. The CD will automatically start configuring your modem.

- While that's working, you will be asked to set up a master e-mail address (you@centurylink.net) and password that you'll use later to access the Business Internet Portal. Continue to follow the instruction screens until you get confirmation that "Your Account Has Been Created." It's a good idea to print out the confirmation and keep it in a safe place. Then click **Submit** to start setting up your Data Services (see page 4).

- If you are transferring service from another provider or using a non-CenturyLink modem, the CD will give you a phone number to call for high-speed Internet assistance.

Core Connect includes a standard speed tier of up to 10 Mbps.
Need more speed? Call us to upgrade to up to 50 Mbps (in select areas).

2
SCHEDULE YOUR **FREE** DATA SERVICES ACTIVATION

LEARN HOW TO SET UP AND USE YOUR DATA SERVICES

During this complimentary telephone consultation, a member of our Technology Support Team will guide you through the setup of all the Data Services included with Core Connect. Whether you're tech-savvy or not, this session is the easiest way to get everything set up properly for the unique needs of your business.
If you were not scheduled for a data services Activation Appointment when you placed your order, we recommend you do so now.

- Please visit http://centurylink.com/setup to schedule your appointment online.

- You will need to be online at your computer for the appointment, which will take about one hour. You and the consultant will walk through each step together, right on your computer screen.
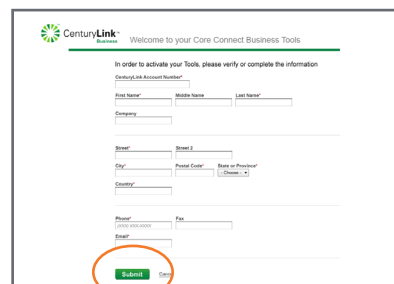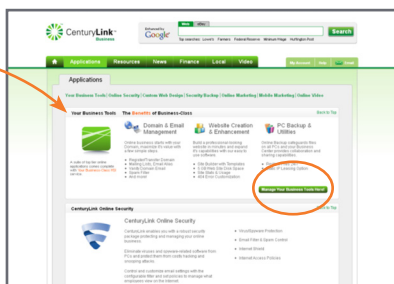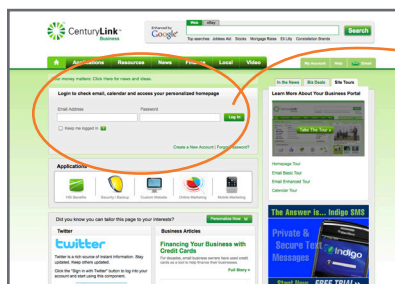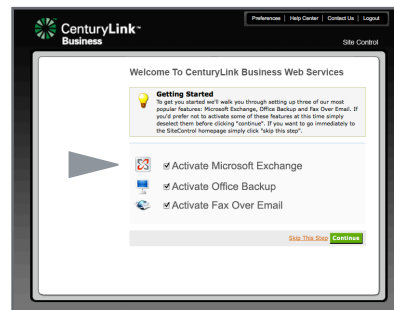
Data Services

<table>
<tr><td>

3

SET UP YOUR
DATA SERVICES

</td></tr>
</table>

- **Continuing from Step 1, you should now be at the Business Internet Portal at http://biz.centurylink.net**
- Enter the e-mail address (you@centurylink.net) and password you created in Step 1 and click **Log In**.
- Go to the **Your Business Tools** section on the next page and click **Manage Your Business Tools Here**.
- Since this is the first time you're logging in, you will be asked to register. Fill out the form with your CenturyLink account number and your contact information, including the primary e-mail address you intend to use most often. It can be the address you set up above or any other e-mail address. Click **Submit** when you're done.

If you've already set up your Data Services during an appointment with the Technology Support Team, you can skip these steps.

- You will be automatically directed to a **SiteControl** welcome screen that looks similar to this. From this point, a Wizard will walk you through the Data Services Activation steps outlined below.
- The next time you log in to the Business Internet Portal with your e-mail address and password, just click the **Applications** tab on the Home Page, then click **Manage your Business Tools Here** to get to **SiteControl**. You won't have to register again.

It's best to do your setup in this order:

1. ACTIVATE MICROSOFT EXCHANGE

Need some coaching? Schedule a FREE Data Services Activation Appointment (see page 3).

- From the **SiteControl** Welcome screen, click on Activate Microsoft Exchange (► indicated in diagram above).
- Enter your desired Domain Name (e.g. yourbiz.com), or an existing Domain if you already own one.
- If your desired name is available, click Continue and CenturyLink will register your domain name. Registration of one domain is included in your Core Connect package. If the name you want isn't available, you'll be given some alternate suggestions, or you can try again with another name.
- If you're using a Domain Name you already own, just click through to set up Exchange e-mail.
- Then you'll be prompted to set up the two free vanity-based Exchange mailboxes associated with your Domain Name (see below).

2. SET UP YOUR TWO EXCHANGE E-MAIL ADDRESSES AND COMPLETE ACTIVATION

Two vanity Exchange mailboxes that use your domain name (you@yourbiz.com) are included. Additional vanity addresses are available for a low additional cost.

- Now the Wizard prompts you to fill in the name and desired e-mail address (e.g. you@yourbiz.com) and password for the person who's going to use Mailbox #1, then for Mailbox #2.
- Click Continue and you will see the Exchange Activation Confirmation message.

3. DOWNLOAD OUTLOOK AND CHECK YOUR E-MAIL

The functionality of Microsoft Outlook allows you to have synchronized e-mail, shared calendars and contacts no matter where you are or what computer you're using. If you don't want to use Outlook for your e-mail, call 1 888-712-1406 for help in setting that up.

- If you are not already on the main SiteControl portal, click the HOME tab in the top margin. Click the Microsoft Exchange icon, then Configure Client on the next screen, then Download Microsoft Outlook on the next. Follow the directions to download and install Outlook on your computer.
- Once installed, open the Outlook application. Log in with your vanity e-mail address and password, and it will automatically configure and bring in your mail. You'll also have access to all the other Outlook tools, such as calendar, mobile access and more.
- To access your Outlook e-mail in a web browser instead, go to https://webmail.exchangecentral.net.

3

SET UP YOUR DATA SERVICES

(continued)

Data Services

- **Log in to the Business Internet Portal at http://biz.centurylink.net**

4. SET UP ADDITIONAL WEB MAIL E-MAIL ADDRESSES

- Back at the SiteControl portal, click on the E-MAIL icon, then on CenturyLink Office Email.
- You'll see a list of the current addresses assigned to your account. Click on the "Create a new e-mail address" button and fill out the information and password for each.
- To check e-mail in this account, go to webmail.centurylinkoffice.net.

Ten generic Web Mail addresses are included. Assign them however you wish. Access Web Mail anytime, anywhere, as long as you have an Internet connection and a browser.

5. CONFIGURE ONLINE BACKUP

- Now the Wizard will take you through OFFICE BACKUP.
- You'll be asked to name your Backup Plan. Choose something descriptive, such as "Daily Backup."
- You should see a confirmation screen. Activation normally takes just a few minutes, but may take longer depending on network traffic.
- At this point, you can continue with the Wizard to set up Fax Over E-Mail (below), or you can skip that and go directly to Office Backup setup. Just click the HOME tab in the top margin to go to the SiteControl Portal. Click the Office Backup icon.
- From the screen that says DATA PROTECT, first make sure you choose the name of your backup plan, then scroll down and click on Download Office Backup Client and install the software* on your computer. Open the application and run the Wizard to set up a backup schedule.
- To recover lost files, log in to SiteControl, go to OFFICE BACKUP, choose Office Backup Web Restore and follow the instructions given.

Backup your important data to a remote location online. Retrieve and restore files at any time. Your package includes one user with up to 2GB storage capacity.

Schedule a convenient time (such as after hours) when backup can run automatically and shut down your computer.

6. SEND FAXES WITH FAX OVER E-MAIL

- Next, the Wizard will prompt you to set up Fax Over E-mail. Once that's done, click the HOME tab in the top margin to go to the SiteControl Portal. Click on the FAX OVER EMAIL icon, then click Fax Options > Send a Fax.
- Fill out the recipient's fax number at the top of the next screen, add a cover page, your message, and include any attachments (compatible with PDF or TIFF files).

Send up to 20 outgoing 8.5 x 11" pages a month from your computer — no fax machine or extra phone line required!

7. BUILD A WEB SITE AND PUBLISH IT

- From the SiteControl Portal, click the WEBSITE icon.
- Click the **SiteBuilder** icon, then follow the easy steps to choose your business category, select from hundreds of template designs, then start adding your content.**
- Click [save changes] on each screen to go to the next step, or to save and continue later. Click the [eye] icon to preview your site at any time.
- When you're done, click [publish] to make your website go live online. Until you publish the site, it will say "under construction" if someone goes to your URL (www.yourbiz.com).
- After your site is live, click Stats & Usage in the sidebar to track your site, or Marketing & Promotions to submit your site to search engines.

Core Connect includes 5GB of web hosting storage or the option to build a new 10-page website using the SiteBuilder tool.Already paying to have a site hosted elsewhere? Ask how to transfer the hosting to your Core Connect account and save. Advanced web tools such as databases, FTP access and more are also available in the Website section.

OTHER SECTIONS IN SITECONTROL

- DOMAIN NAME is used only to transfer a domain name hosted elsewhere, create aliases or to register secondary domain names (additional charges will apply for each).
- STATIC IPs are used for specific types of network configurations. Additional charges apply, call us for information or assistance.

Do not use the Domain Name tab to set up your primary domain name or you could be charged for it! Go to Step 1 on page 5 and use the Microsoft Exchange tab to receive the domain name registration that's included in your package.

* Not compatible with Mac.
** SiteBuilder subject to browser compatibility.

CORE**CONNECT**

Set up Voice Mail and Phone Features

VOICE MAIL USER GUIDE
centurylink.com/Pages/Support/ProductGuides/VoiceMail/index.html

BUSINESS VOICE SERVICES
centurylink.com/static/PDF/Support/ProductGuides/simpleChoicePlan.pdf

VOICE SERVICES QUICK REFERENCE GUIDE
centurylink.com/static/PDF/Support/ProductGuides/quickRefGuide.pdf

Resources

SCHEDULE A DATA SERVICES ACTIVATION APPOINTMENT
centurylink.com/setup

MANAGE YOUR ACCOUNT
centurylink.com/myaccount

CUSTOMER SUPPORT
centurylink.com/smallbusiness/customer-support

24/7 TECH SUPPORT
1 866-293-9170