

CenturyLink™ Calling Features User Guide

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CenturyLink™ Service Commitment

CenturyLink strives to deliver service you can depend on every day, with friendly, knowledgeable employees who are here for you by:

- Resolving issues the first time you call
- Being there when we say we will
- Getting the job done right the first time
- Keeping you up-to-date — from service calls to simplified billing.

We value you as a customer, and are working hard to make sure every experience you have with CenturyLink is a good one.

Note: Your telephone services are billed in advance. Your next bill may include charges for both a full and partial month of service.

The terms and conditions found in this booklet refer only to the specific services referenced. Other services may be regulated and are subject to the tariffs on file with your state's Public Utility Commission.

Product Features

CenturyLink™ Smart ConnectSM: CenturyLink™ Smart ConnectSM provides you with greater control over calls made to your business telephone. With online access to your CenturyLink™ Smart ConnectSM at CenturyLink.com, you can:

- Manage your Find Me- Follow Me and In-Call Call Transfer settings
- Change your PIN
- View your call history via Call Lists

Using Your New Services

CenturyLink™ Smart ConnectSM

After you've initialized your mailbox from your business phone, you can manage your CenturyLink™ Smart ConnectSM online, by following the steps below. You must be a registered user - it only takes a couple minutes if you're not already registered. Visit embarq.centurylink.com/voicemailsupport for complete details. To manage these services online:

- Go to CenturyLink.com and log into your CenturyLink account
- Click on Manage Services
- Click on Manage Voicemail and/or Smart Connect
- Click on Settings to manage your CenturyLink™ Smart ConnectSM and In-Call Call Transfer Settings

To manage these services by phone:

Access your voicemail, press * during your greeting and enter your voicemail PIN (personal identification number)

Press 3 for Mailbox Settings

Press 7 for Additional Settings

Press 7 for Find Me-Follow Me with Call Transfer Settings

To change the greeting people hear when Find Me-Follow Me is trying to locate you:

Access your voicemail, press * during your greeting and enter your voicemail PIN (personal



identification number)

Press 3 for Mailbox Settings

Press 7 for Additional Settings

Press 7 for Find Me-Follow Me with Call Transfer Settings

Press 1 for Find Me-Follow Me options

Press 3 to Manage your greeting

Find Me-Follow Me:With Find-Me Follow-Me, incoming calls to your phone can be re-directed to up to three domestic phone numbers or sent to your voicemail service for attention later. With this service, you don't need to miss a call.

From the "Settings" page referenced above, you can choose to control inbound calls in the following ways:

- Re-direct calls to your phone to up to three alternate domestic phone numbers (your wireless phone, etc.) and the number of times your phone rings before the call is forwarded. Choose the time of day that these calls can find you (Monday - Friday from 8 AM - 5 PM only, for example)
- Specify whether you want the caller to record their name for your review when the call finds you
- For re-directed calls, choose which alternate phone number of yours should ring first (your wireless phone), or, choose to have them ring simultaneously

In-Call Call Transfer: In-Call Call Transfer allows you to easily transfer a call from your phone to an alternate phone (like your wireless phone) so that you can continue the conversation and aren't tied to your office phone. As needed, the call can be transferred back to your office phone.

From the "Settings" page referenced above, you'll make the following access code/telephone number assignments:

- Press *94 for your business telephone number
- Press *95 for your first alternate phone number
- Press *96 for your second alternate phone number
- Press *99 to transfer to a number that is not in your contact list

When completed, and a call is received on your business telephone number, you can press *95 on your business phone to send the call to your first alternate phone number, and then *94 to send it back from that alternate number to your business phone number. You'd use *96 and *94 to transfer calls between your business phone number and second alternate phone number. If you want to transfer a call to a number not in your call transfer list, press *99 and enter the 10 digits. If the call is not answered by the other party, it will be transferred back to your voicemail. You can hang up the sending phone after the assigned code is entered; the receiving phone will ring and you can continue the conversation. In-Call Call Transfer is ideal for use when a call comes to your business phone and you need to leave. Just transfer the call to an alternate phone, such as your wireless phone, and you

can continue the conversation away from your office.

Terms and Conditions

CenturyLink™ Smart ConnectSM: together with the applicable CenturyLink cover agreement, if any, and the CenturyLink Standard Terms and Conditions for Communications Services (collectively, the “Agreement”) will govern CenturyLink’s provision and Customer’s use of CenturyLink™ Smart ConnectSM Services (“Services”).

1. GENERAL. Unless otherwise specified, CenturyLink will furnish and provide Services on a month-to-month basis. CenturyLink may terminate the Services anytime by giving Customer at least 30 days’ written notice. Customer may cancel Services at any time and for any reason. CUSTOMER’S ENROLLMENT IN, USE OF OR PAYMENT FOR THE SERVICES CONSTITUTES CUSTOMER’S ACCEPTANCE OF THE AGREEMENT. IF CUSTOMER DOES NOT AGREE WITH THE AGREEMENT, CUSTOMER SHOULD NOT USE THE SERVICES AND SHOULD CALL CenturyLink CUSTOMER SERVICE IMMEDIATELY FOR INSTRUCTIONS ON HOW TO CANCEL THE SERVICES.
2. CHANGES TO TERMS AND CONDITIONS. CenturyLink may change the terms and conditions in this Annex, including charges and restrictions, at any time. CenturyLink will notify Customer in writing in advance of any significant changes. If Customer does not agree with the changes, Customer may terminate Services without liability. CUSTOMER’S CONTINUED USE OF THE SERVICES CONSTITUTES CUSTOMER’S AGREEMENT to CenturyLink’S CHARGES AND TERMS AND CONDITIONS THAT ARE IN EFFECT AT THE TIME CUSTOMER USES THE SERVICES.
3. CHARGES. Customer agrees to pay a monthly charge in advance for the Services and any applicable taxes and fees. Nonpayment of the charges for Services is not cause for denial or termination of Customer’s local exchange telephone service.
4. SERVICE USE. The Service is for inbound calling to a Customer-designated wireline number (“Initial Number”). The Service then rings all Customer-designated wireline and wireless numbers and the call is routed to the first device answered. The Service is for Customer’s use only and may not be assigned. Customer must have CenturyLink local calling service using the Initial Number to obtain the Service. Service does not work on Customer’s outbound calling. All Customer-designated wireline and wireless devices may not ring simultaneously when delivering the inbound call from the Initial Number, especially those devices routed through a non-CenturyLink network (including a wireless network). Customer may use the Service with other, wireless carriers. Once a call is in progress on the Service, Customer can move the call to specified wireline or wireless numbers by entering the Service access number from the device that Customer wants to move the call. Entering the Service access number facilitates the movement of the call to the desired, Customerdesignated wireline or wireless number.
5. NUMBER PORTABILITY. Any telephone numbers assigned directly for the



Service, such as the Service access number, remain the property of CenturyLink and are not available for number portability.

6. REACH LIST. Customer must designate the group of wireline and wireless numbers that ring when the inbound call is made to the Initial Number (the "Reach List"). The Reach List may include the Initial Number. In addition to the Initial Number, Customer may add up to two additional numbers to the Reach List. All Reach List numbers must be within the local calling area of the Initial Number, including the wireless number. The Reach List is configured during initial provisioning. Reach List numbers should be self-managed by Customer via the www.centurylink.com web interface or wireless/wireline Telephone User Interface (TUI).
7. CALL TRANSFER LIST. Customer must designate the group of wireline and wireless numbers to which Customer may transfer an in-progress call (the "Call Transfer List"). Customer may designate up to two other numbers for the Call Transfer List. The Call Transfer List is configured during the initial provisioning. Call Transfer List numbers should be self-managed by Customer via the www.centurylink.com web interface or wireless/wireline TUI.

