

Caller ID with Privacy+®

Thank you for choosing Caller ID with Privacy+, the simple way to control unwanted and unidentified calls.

Caller ID with Privacy+ allows you to identify incoming calls so that YOU decide which calls to accept. Caller ID with Privacy+ intercepts all calls that do not contain Caller ID information. The callers can record their names for identification, so you decide which calls to accept or reject.

Caller ID with Privacy+ will help ensure peace and quiet.

You should notice a reduction in the number of calls you receive, since most telemarketing calls are automatically dialed and will disconnect without even recording a name. Caller ID with Privacy+ will screen out most telemarketing calls before your phone even rings.

The Privileged Caller Code is an important feature

This code can be used by your frequent callers, such as family, friends or coworkers to bypass the Caller ID with Privacy + system, so their calls ring straight through to your phone.

Using Caller ID with Privacy+

When an unidentified call comes through you will be notified in two ways. You will hear two short rings to indicate that Caller ID with Privacy+ is receiving an unidentified call. Your Caller ID display will also show "Privacy+" along with 10 zeroes to indicate that the call is unidentified. (Display may differ slightly depending on the Caller ID unit you are using.)

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1 800-244-1111 for customer assistance
centurylink.com/welcome



If you answer the call, you will hear one of two responses depending on the type of messaging system you use.

1. If you subscribe to a Voice Mail system you will hear:
“*You have a call from (caller’s name).*”
2. If you use either an answering machine or no messaging system at all, you will hear: “*Privacy Plus: For caller name, press ONE now...*”
You will then have 4 seconds to press **1** on your keypad.

Note: It is important that you press **1**, otherwise Caller ID with Privacy+ will assume your answering machine answered the call and will then connect the unidentified caller. (Refer to “Using Caller ID with Privacy+ with an Answering Machine.”)

After pressing **1** you will hear, “This is Privacy Plus, you have a call from (caller’s name).”

You will then have two options:

- Press **1** To accept the current call.
- Press **2** To reject the current call. If you use a Voice Mail system, the caller will be able to leave a message. Otherwise, they will be informed that you could not be reached and they should try again later.

If you do not wish to answer the phone, the caller will be sent to your Voice Mail or answering machine. If you do not have any messaging system, the caller will be informed that you could not be reached.

Setting up a Privileged Caller Code

Some of your family and friends may live in areas in which Caller ID information cannot be sent to you. Also, when your family and friends call from hotels or businesses, or use a calling card or certain wireless phones, the call might not include Caller ID information. Now you can make it easier for them to reach you. To do this you can use a four-digit Privileged Caller Code. Your friends and family can skip the Caller ID with Privacy+ process by entering this code when they hear the Caller ID with Privacy+ message. Once they enter the code they will be sent directly to you rather than having to identify themselves.

An initial Privileged Caller Code of 5555 is already set for your service. However, you should change this code to one that is meaningful to you and your frequent callers. Otherwise, unwanted callers could learn this initial code and use it to bypass your screening.

To set your own Privileged Caller Code:

- Call the Update Center as instructed below.
- Select **Privacy+**.
- Press **2** and follow the recorded instructions.

To call the Update Center, dial ***78** from the telephone line on which Caller ID with Privacy+ is installed. You may also call the Update Center from any touch-tone phone by dialing 1 888-(Your Area Code)-8052.*

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► more about Caller ID with Privacy+®

Once you reach the Update Center, you will need to enter a four-digit Security Code. This is NOT the same as the Privileged Caller Code for your callers; rather, it is a code that ONLY YOU use to enter the Update Center and make changes to your service. The first time you call the Update Center, enter the temporary Security Code of 1234. The Update Center will then instruct you in setting your own security code. Once you have done this, stay on the line to select "Privacy+", then press 2 to set your Privileged Caller Code. **Note:** Your Privileged Caller Code cannot begin with either a 1 or a 2.

Turning Caller ID with Privacy+ ON and OFF

You may turn Caller ID with Privacy+ ON or OFF as needed. To turn Caller ID with Privacy+ ON or OFF:

- Call the Update Center, as instructed previously.
- Select **Privacy+**.
- Follow the recorded instructions to turn Caller ID with Privacy+ ON or OFF.

Using Caller ID with Privacy+ with an Answering Machine

Caller ID with Privacy+ behaves differently for answering machines and voice mail systems (Voice Mail). Caller ID with Privacy+ cannot distinguish between a person and an answering machine when a call comes in. Therefore you must press 1 when you first answer a Caller ID with Privacy+ call. This tells the service that a person answered the phone.

IMPORTANT: The outgoing message on your answering machine MUST be at least 16 seconds long in order to receive messages from unidentified callers. Caller ID with Privacy+ takes this long to identify the answering machine and to connect the caller.

You may also wish to change the content of your greeting, since unidentified callers only hear the portion of the outgoing message after 16 seconds have passed.

Here is a sample outgoing message:

"Hello, You have reached 555-5555. This is the Jones residence. We presently are not able to answer your call, please leave your name and number and a detailed message after the tone and we will get back to you as soon as we are able. Once again, you have reached 555-5555, please leave a message after the tone."

Important: Message must be longer than 16 seconds to allow the answering system to properly record the messages.

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Tips for using Caller ID with Privacy+

Frequent callers

Frequent callers from unidentified numbers can move forward by pressing the desired key during the messages. They do not need to wait and listen to the entire menu if they are familiar with the system or if they have the Privileged Caller Code.

Last Call Return

You cannot use Last Call Return ***69** if the last call was a Caller ID with Privacy+ call. All identified calls will be able to use Last Call Return normally.

Custom Ringing

Caller ID with Privacy+ subscribers will not have the distinctive ring if they are also using custom ring numbers. Caller ID with Privacy+ will function normally and it will use a traditional telephone ring.

Call Waiting ID

Caller ID with Privacy+ subscribers will see "Privacy+" on their display if the incoming call is unidentified. If you switch to the incoming call, you will hear the standard options for Caller ID with Privacy+. The Call Waiting ID tone will not change with Caller ID with Privacy+.

For assistance regarding Caller ID with Privacy+, please call 1 800-244-1111.

Be aware: A variety of websites and vendors offer services that will let a person make it look like they are calling from any number they want. In this situation, the name or number that displays on the Caller ID or similar equipment may not be the information of the calling party. This is often called "number spoofing." Sometimes it is done for a legitimate purpose, sometimes it is not.

* 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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