

CenturyLink™ Security Screen®

CenturyLink Security Screen makes Caller ID work even better by intercepting blocked, unidentified, toll-free and long-distance calls before they can reach you. A recording will ask those callers to enter a phone number if they want their call to go through. You'll know that every call has been screened before your phone rings. When you see the number on your Caller ID display, then YOU can decide whether to answer or not.

How Security Screen filters your calls

Security Screen can be set up in Standard or Advanced mode.

Standard only screens calls from Unavailable or Private numbers.

Unavailable means the call is being placed from an area where the usual Caller ID information is not provided. Private means that the caller has chosen to block the number from being displayed.

Advanced adds screening for all toll-free and long-distance numbers too.

When someone calls from one of these numbers, they will hear:

*"The number you are calling does not accept unidentified calls.
If you are a solicitor, please hang up now."*

Further instructions are then given for entering a 10-digit phone number or unblocking the call (depending on the type of caller). At that time, Security Screen will then allow the call to ring through to your phone.

Please be aware that some callers may enter a false number to get their calls to go through. This is often called "number spoofing." The name or number may not be the actual information of the calling party. Sometimes it is done for a legitimate purpose, sometimes it is not.

1 866-450-6152 for customer assistance
centurylink.com/welcome

Receiving a screened call

When a screened call does ring through, you will be notified in two ways:



*John Sample
303-555-1234

*Security Screen
000-555-1234

- You will hear two short rings on your phone, and...
- Your Caller ID display will show the number the caller has entered.
If the caller entered less than 10 digits, the display will include zeros before the number, so that 10 digits are displayed.
If the Caller ID system can identify a coordinating name for the number the caller entered, the display will show it with an asterisk (*); otherwise, you will see "Security Screen" on the display.

QUICK TIP: Set up a Privileged Caller Code so that your friends and family can easily skip Security Screen. Just follow the instructions on the back of this sheet.



CenturyLink™

Managing CenturyLink Security Screen

Security Screen will already be turned on to the mode you chose when you placed your order – Standard or Advanced. You also have the option to turn Security Screen ON or OFF yourself, switch modes, or set up a **Privileged Caller Code** so that your friends and family can skip Security Screen.

- Call the CenturyLink Update Center and enter your security code (see right).
- Select **Security Screen** from the Main Menu.
- A recording will then tell you whether Security Screen is currently on or off and which mode is on, Standard or Advanced. Follow the prompts to:
Press **1** to change the status – that is, to turn the service OFF if it is now ON, or to turn it ON if it is now OFF.
Press **2** to switch between Standard and Advanced
Press **3** to set up a Privileged Caller Code. Follow the prompts to set up a convenient 4-digit code for your favorite callers to use.

Tips for using Security Screen with other CenturyLink features

Anonymous Call Rejection will override Security Screen if you've turned it on as part of your Caller ID service. It will reject any anonymous callers – they won't even have the option to enter a number. If you don't want to miss any calls, you'll need to turn off Anonymous Call Rejection. Pick up your receiver, then enter ***877**. Turn it back on anytime with ***777**.

Last Call Return ***69** can't be used to identify or call back a number that was entered through Security Screen.

Custom Ringing will override the two short rings of Security Screen. Security Screen will function normally, but it will use a traditional telephone ring.

Call Waiting ID will see "Security Screen" or the caller's name on their Call Waiting ID display, and the Call Waiting ID tone will not change.

Calling the CenturyLink Update Center

- Call the CenturyLink Update Center by dialing ***78** from the telephone line on which Security Screen is installed. Or, call the Update Center at 1 888-(your area code)-8052* from any touch-tone phone.
- 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 **1234**.
Note: If you've already set up another service through the Update Center, such as Call Following®, you can use the same security code for Security Screen 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.

* 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. In Oregon area code 458, call 1 888-541-8052.

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