CORE**CONNECT**

P R O F E S S I O N A L

Core Connect®
Professional

Business Class Data & Voice Services

CenturyLink®
Business

Welcome to Core Connect Professional

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! Just call 800-238-5100 for assistance, and be sure to check out page 11 for a list of in-depth resources available online.

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

HIGH-SPEED INTERNET
- Speeds up to 20 Mbps included, upgradeable to 100 Mbps (in some areas).
- 24x7 technical support

PAGE 3

CORE SERVICE PACK
- Domain names, Microsoft Outlook Exchange email, webmail, calendars and more
- Domain name registration
- Website tools and hosting
- Online data backup (PC and Laptop devices supported)
- Internet security tools and filters
- CloudFax (Fax Over Email)

PAGES 4-7

UNLIMITED VOICE
- Three local phone lines
- Unlimited Local and Domestic Long Distance on all three lines
- Business Voice Mail on all three lines with voice mail sent to email
- Choice of all available calling features you can activate at any time

PAGES 8-9

BONUS FEATURES
(available in some areas)
- Voice Pack
- Virtual Receptionist

PAGE 10

CORECONNECT
PROFESSIONAL

TABLE OF CONTENTS

Click a feature to learn more:

Getting Started

1
CONNECT YOUR HIGH-SPEED INTERNET SERVICE

Install your High-Speed Internet and Modem

Your High-Speed Internet service must be connected before you can activate the online services included with Core Connect Professional.

- EASY SELF-INSTALLATION
  Please follow the installation guide included inside your CenturyLink modem kit.

- TECHNICIAN INSTALL
  Call 800-238-5100 if you'd rather have a CenturyLink technician do it for you.

Core Connect includes speeds up to 20Mbps standard. Need more speed?
Call us to find out if an upgrade is available in your area.

The Service Level Agreement for the High-Speed Internet portion of Core Connect Professional can be found at:
https://shop.centurylink.com/small-business/disclaimers/

2
PREPARE FOR ACTIVATION

Helpful Hints

Core Connect Professional offers so much, you may want to concentrate on setting up only the basics at first. At any time, you can always go back and explore, build on and reconfigure your services for your changing business needs.

To get the best start, we recommend you complete these **essential tasks** first:

ACTIVATING YOUR ONLINE SERVICES

As you get ready to activate and configure your Core Connect Professional online services, it will be helpful if you prepare this information before you jump in:

- Have a domain name in mind for your business, either one you already own or the one you'd like to have (e.g. yourbiz.com).
- Decide who will be the primary Administrator of your account.
- Consider what email addresses you need.
- If you don't already have one, you'll need a CenturyLink ID. Refer to the next section for details.

Online Services

3

ACTIVATE AND SET UP YOUR ONLINE SERVICES

Activate your available Online Services

First, you have to ACTIVATE the services you plan to use before you can start setting them up.

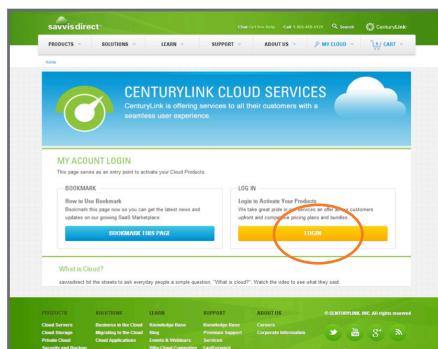- **Start by going to: http://savvisdirect.com/CenturyLink/**

  Make sure to include the /CenturyLink/ at the end of this URL to get to the CenturyLink portal. Since you'll be using this same address to access all your features, you may find it handy to bookmark this page.

- Click the **[LOGIN]** button and enter your **CenturyLink ID**.

Bookmark your portal page at http://savvisdirect.com/CenturyLink/ so you can easily get to it again.

Enter the same user name and password that you use to access your CenturyLink account, if you have one already.
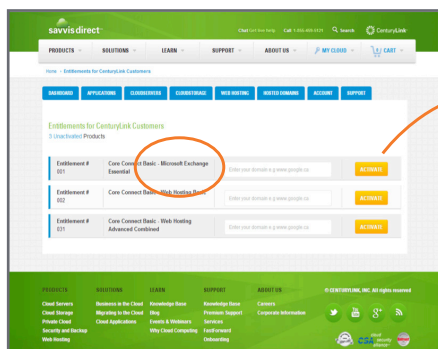
If you are a new user, click the **Get Help** button. You'll be taken to a screen where you can Create New Account.
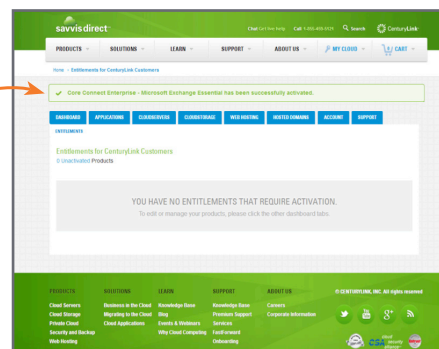

CENTURYLINK PORTAL

LOGIN SCREEN

ENTITLEMENTS

CONFIRMATION MESSAGE

If your desired domain name is available, follow the steps to have CenturyLink register it. 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.

- At the **Entitlements** screen, you'll see a list of all the online services included in your package.
- Click on the line item called **Microsoft Exchange** first, and enter your desired Domain Name (e.g. yourbiz.com), or an existing Domain if you already own one. Click **[ACTIVATE]**.
- You'll be taken to a screen where you can "purchase" the domain name included in your package for $0.00. Follow the instructions, then return to your Entitlements listing.
- You should see a confirmation message that Microsoft Exchange has been activated.
- If you're ready to activate more of your Entitlements, select the one(s) you want to use, and click **[ACTIVATE]**. Make sure you receive a confirmation for each. You can always return at another time and activate more if you're not sure which ones you're going to use at this point.
- If you activate all the Entitlements, you'll see the message: "You have no entitlements that require activation."
- Now you can start setting up your services through your **Management Console** (see next page).

Online Services

## Navigating your Management Console

Now that your Core Connect Professional services are activated, you can start setting up each one. Convenient tabs in your **Management Console** let you access your services in several ways:

- The **DASHBOARD** tab shows account information on the left side, and a list of your subscribed services on the right. Click Manage to access that service.

- The **APPLICATIONS** tab shows a complete list of your services and their status. The Status may say Ready to Activate, Provisioning, or Active depending on what stage of setup you've completed. You don't have to deal with everything at once, but we do recommend that you set up Microsoft Exchange first (see next page) to get your email established.

- Choose any **individual tab**, such as Web Hosting, to access that particular service.

- Under **MyCloud** in the upper right corner, pull down to find convenient links to Your Dashboard, Applications and more.

Although most features can be found in several places, the instructions for certain services may recommend that you access them through a particular screen.
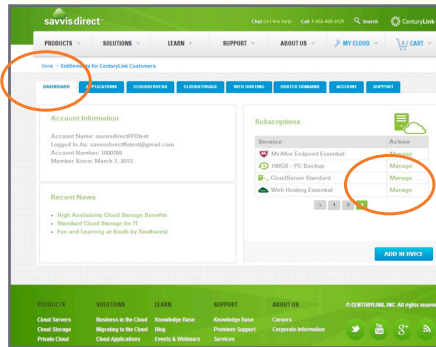
DASHBOARD TAB
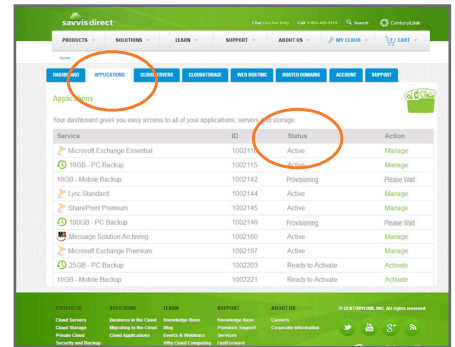
APPLICATIONS TAB
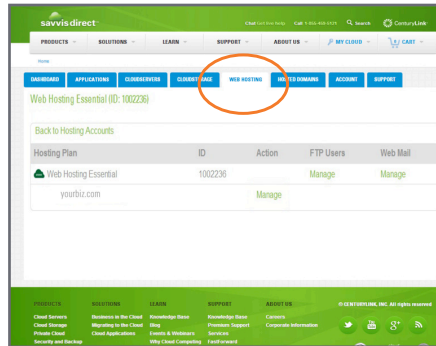
INDIVIDUAL SERVICE TAB
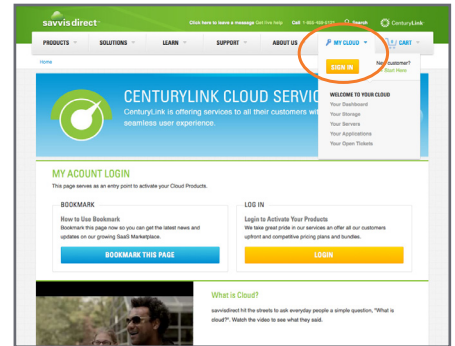
MY CLOUD

Where to find help

Look for more complete instructions in the Do-It-Yourself section at savvisdirect.com/knowledge-base. Or, click the **Live Chat** button for immediate assistance at any time.

Some features also have helpful tips in the right sidebar area.

LIVE CHAT / KNOWLEDGE BASE

SIDEBAR HINTS

Online Services

3
ACTIVATE AND SET UP YOUR ONLINE SERVICES

Now you can start setting up your individual Core Connect services.

- If you're not already logged in, go to **http://savvisdirect.com/CenturyLink/**

For more detailed instructions, go to **http://savvisdirect.com/knowledge-base**

Activate Microsoft Exchange and set up your Email accounts

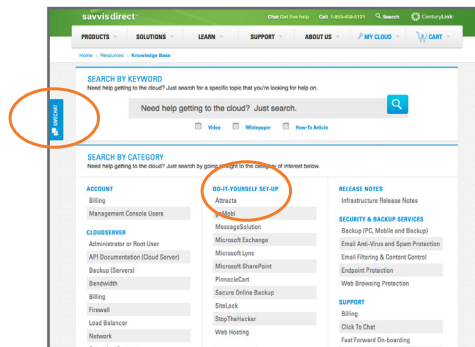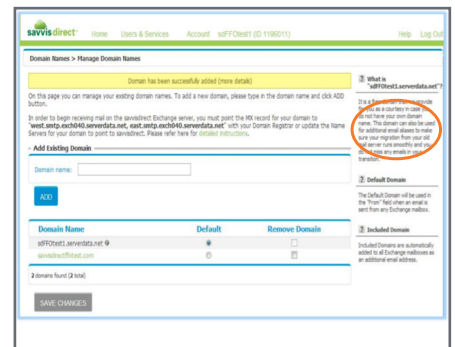- From your **Management Console,** go to the APPLICATIONS tab and locate Microsoft Exchange in the list.
- If it doesn't already say Active in the Status column, click Activate, then Setup to enter the Account Administrator information. Click SAVE.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Now click on Manage in the Action column, then Launch Service. This will open a new tab directing you to the Microsoft Exchange Control Panel.
- Enter Contact Information and Security Questions.
- You will now be at the **Get Started** page, where you'll find links for the following setup items. Click on each one and follow the instructions provided.
  1. Primary Set Up
     Domain
     Users
     Account Contacts
  2. Download and set up your Email Client
     Choose the version of Outlook you would like to use, download the software and install it on your computer. If you don't want to use Outlook for your email, choose Internet Mail Clients instead.
  3. Set Up Company Information
  4. Set Up Messaging, Wireless and Compliance
  5. Get your Mailbox Users started

The Get Started page will only be available for the first 10 days so be sure to set up Microsoft Exchange first!

Ten vanity Exchange mailboxes that use your domain name (you@yourbiz.com) are included. Additional vanity addresses start at $7.99 each per month.

The functionality of Microsoft Outlook allows you to have synchronized email, 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 email, call us for help in setting that up.

Web Hosting

Several services are included under the Web Hosting section, accessed either via the Web Hosting tab, or listed under Subscribed Services in the Dashboard.

WEB MAIL

- To set up your Web Mail addresses, click the Web Hosting tab and click Manage under the Web Mail heading. Follow the instructions to set up each user. Remember to provide users with their user names and passwords.
- To access Web Mail, go to **http://imp.(insert your domain name)**, then enter your own user name and password to log in.

Up to 500 generic Web Mail addresses are included (e.g. you@imp.yourbiz.com). Assign them however you wish. Access Web Mail anytime, anywhere, as long as you have an Internet connection and a browser.

WEB SITE

- To access the SiteBuilder tool,* click the WEB HOSTING tab. On the line with your domain name, click Manage, then Manage again to the right of SiteBuilder in the services list.
- Select your website topic and choose your language, then click CREATE SITE.
- Prefill your website with your contact information. This is what will be used on your Contact page.
- Now you'll be at the SiteBuilder Toolbar where you can choose a design template, start filling in your content, add features such as a blog, online store, social media links and more.

Core Connect includes hosting for a web site with up to 5GB of storage. 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 FTP access, custom scripts, databases and more are also available in the Web Hosting section.

SEO TOOLS

- On the WEB HOSTING tab, locate your domain name and click Manage, then Manage again after Applications.
- At the Webhosting Control Panel, click on the Applications icon in the left column.
- Locate Attracta SEO and click INSTALL. Fill out the account information and click INSTALL.
- Back at the Webhosting Control Panel, you should now see Attracta under the Quick Launch Apps. Hover over the icon and choose Control Panel where you can start building your site traffic by submitting your site to major search engines, building links, and more.

* SiteBuilder subject to browser compatibility.

Online Services

3
ACTIVATE AND SET UP YOUR ONLINE SERVICES

- If you're not already logged in, go to **http://savvisdirect.com/CenturyLink/**
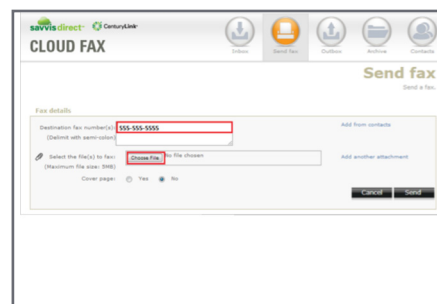
For more detailed instructions, go to **http://savvisdirect.com/knowledge-base**

Secure Online Backup

- From the Management Console, click the APPLICATIONS tab, locate **PC Backup** and click Activate, then Setup under the Action column.
- Fill out the Account Information and SAVE.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Click Manage and you'll see how many users you have available.
- Click NEW USER and set up the Name, Email and Password for the person who will use this account. That person will receive an email with installation instructions.
- From the email, launch the **Installer** to install the Backup software onto the PC or laptop you want to have backed up.*
- During the installation, you will be required to enter a Private Key and Account Key that you will need if you ever have to recover your data. **Keep this information in a safe place! It cannot be recovered if you lose it.** Click YES at the encryption screen.
- Secure Online Backup will now install and automatically initiate a full system backup.
- To configure your Backup schedule, manually run a Backup or Restore files on your computer, go to Start > Programs > savvisdirect DS-Consumer Client > OneClick DS User. Log in with your own User Name and Password to get to the control screen. Click a function and follow the instructions provided.

Backup your important data to a remote location online. Retrieve and restore files at any time. Your package includes ten licenses, of up to 10GB each.

Each online backup user requires a unique email address.

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

ONLINE BACKUP

CLOUD FAX

CloudFax

- From the Management Console, click the APPLICATIONS tab, locate **CloudFax** and click Manage. then Setup under the Action column.
- Fill out the user ID and password information. The Login/User ID must be a unique email address. Click SAVE.
- You'll see the Status change to Provisioning. Wait about 5 minutes, then return to the Applications tab or refresh your page. The Status should now say Active.
- Click Launch Service.
- To SEND a fax, click the Send Fax icon, then enter the recipient's fax number manually, or you can add from your contacts list. Browse and attach the file(s) you would like to send, and choose whether you want to include a cover page with a message. Click **[SEND]** when you're ready.
- To RECEIVE a fax, you will need to provide your senders with the CloudFax telephone number you will be assigned during setup. Anyone can then use their fax machine to send a fax to you, and you will receive the fax in your email.
- CloudFax includes an Inbox and Outbox so you can keep a record of all your outgoing and incoming faxes.

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

If you need post-activation support for your Web and Email Hosting, Secure Online Backup or CloudFax, please contact CenturyLink at 855-459-6121.

* Secure Online Backup systems requirements: Windows XP, Vista, Windows 7. Not compatible with Mac.

Business Voice Services

4
SET UP VOICE MAIL AND PHONE FEATURES

Your Core Connect package includes your telephone line, unlimited local and nationwide long-distance calls, and your choice of up to 15 calling features. Add or change features anytime at no additional charge.

This Quick Start Guide includes brief instructions for the features our customers choose most often. To download in-depth instructions for all CenturyLink features, go to **centurylink.com/userguides**.

BUSINESS VOICE MAIL

You must set up your voice mailbox before you can receive or listen to messages.

Three ways to access your mailbox:
From your business phone only:
- Call ✱⑨⑧
From any touch-tone phone:
- Call your own phone number, press ⑦ when the greeting starts
- Call your Retrieval Number

- From your business phone, press ✱⑨⑧* or call the Retrieval Number shown on your welcome letter. Voice prompts will lead you through the following steps.
- Create your own Password, as a 4-15 digit number.
- Record a name to identify your Mailbox.
- Choose a Standard Greeting with your phone number or name, or record your own.

To listen to your messages:
- Call your voice mailbox (see left).
- You'll hear how many messages you have. Follow the prompts to listen to your messages. You must erase, save or skip each one before the next message will play.
- For more complete instructions and more advanced features, refer to the separate Business Voice Mail guide included with your welcome materials, or find it at centurylink.com/userguides.

CALLER ID

When Unknown, Unavailable or Out of Area is displayed, it means the call is from an area where Caller ID is not available. Private or Anonymous indicate that the caller has blocked the number.

See who's calling before you pick up the phone. Your phone display shows the caller's listed name and number after the first complete ring (if available). Caller ID includes Anonymous Call Rejection to reject calls from people who block their numbers. To turn it on:

- Press ✱⑦⑦, then hang up. Your phone won't even ring if someone calls from a blocked line.
- Blocked callers hear a recording that tells them that you do not accept anonymous calls.
- To turn off Anonymous Call Rejection and allow all calls to come through, press ✱⑧⑦.

CALL FORWARDING

Call Forwarding can only be turned on from your business phone. If you are frequently away, and want to be able to turn forwarding on and off from any touch-tone phone, choose Remote Access Forwarding instead.

A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on. You will not be able to answer calls at your business while it is.

When you want all of your incoming calls to go to a different phone number:
- Pick up the receiver and press ✱⑦②. You must be using the phone at your business.
- When the normal dial tone resumes, dial the number you want your calls forwarded to.**
- When answered, hang up. If it's busy, or no one answers, repeat the first two steps.
- To turn off Call Forwarding, press ✱⑦③.

To set up Remote Access Forwarding:
- Call the Update Center , choose Remote Access Forwarding from the Main Menu and follow the prompts to enter the number** to which calls will be forwarded.
- To turn off Remote Access Forwarding, call the Update Center again and follow the prompts.

CALL WAITING

- When another call is coming in, you'll hear a special tone, and/or you'll see the second caller's name on Caller ID. To answer the second call, press (FLASH). Press (FLASH) again to switch back.

To temporarily turn off Call Waiting when you don't want to be interrupted:
- Before you dial: press ✱⑦⓪ and listen for three brief tones, then a normal dial tone.
- During a call: press (FLASH), listen for a normal dial tone, then press ✱⑦⓪, then (FLASH) again to continue talking. Call Waiting will be restored when you hang up.

* *98 message retrieval may not be available in all areas.

** Long-distance charges will apply for calls forwarded from your business to a long-distance number.

Business Voice Services

4

PHONE FEATURES
(continued)

Any of these calling features are available as part of your phone plan. Change or add features anytime at no additional charge. **Download in-depth instructions for all Business Voice Services at centurylink.com/userguides.**

SELECTIVE CALL WAITING/ID

When you need to know only when certain callers are waiting, choose Selective Call Waiting/ID. Call the Update Center (see below) to set up your list of up to 25 phone numbers for your privileged callers.

If you often use pay-per-use features such as Last Call Return and Directory Assistance, include them in your package and save.

LAST CALL RETURN

To find out the number who just called, press ✱⑥⑨. Press ① to automatically redial the number. Blocked numbers are not available.

CENTURYLINK 411™ DIRECTORY ASSISTANCE

Dial ④①① to locate a phone number and/or address in the U.S. and Canada. Two requests per call, six calls per month included.

CALL TRANSFER

To redirect a call to another number, click the receiver button or (FLASH) and listen for a new dial tone. Dial the other number, and when it's answered, either hang up or stay on the line to announce the call. If the number is busy, unanswered, or the wrong number, press the (FLASH) button twice (pausing between) to return to the original call.

When the instructions say (FLASH), you can use either the Flash key on your phone, or you can quickly press and release the switchhook instead – that's the receiver or "hang up" button. Make sure you hear three short tones, followed by a continuous dial tone before proceeding to the next step.

Flash = Switchhook

CUSTOM RINGING

Identify certain incoming calls with a unique ring pattern. Call us to set this up.

DIAL LOCK®

Control your phone usage by blocking outgoing calls to long-distance numbers, pay-per-call (900) and international numbers. Go to the Update Center (see below) to set up or change your blocking parameters whenever you wish. You may also set up privileged bypass codes for certain callers.

UNISTAR®

Repairs to your inside telephone wire and jacks, handled by a skilled CenturyLink technician — at no extra cost to you. For service, call 800-573-1311.

UNLIMITED CALLING

Need more phone lines? Add more unlimited voice lines at a special Core Connect price.

Your best-in-class telephone service includes unlimited* local and nationwide long-distance calls. Economical long-distance plans for other countries and optional toll free service are available. Call for details.

CALLING THE CENTURYLINK UPDATE CENTER

Some calling features must be set up in the Update Center before you can use them.

- Call ✱⑦⑧ from your business phone.
- The first time you call, enter the temporary security code ①②③④, then follow the prompts to set up your own code.

  For your protection, the temporary code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.

- Once you set up a security code in the Update Center, you can use the same code for any CenturyLink feature on your account.
- After your security code is set, reach the Update Center either by calling ✱⑦⑧ from your business phone or 1-888-(Your Area Code)-8052** from any phone.
- From the Main Menu, listen for the prompts and choose the feature you want to manage.

* Plus taxes, surcharges and fees, certain restrictions apply. Refer to the Terms and Conditions on page 11.
** In Minnesota area codes 763 & 952, call 1-888-612-8052. 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.

Voice Pack

5

**LOG IN TO
CALL MANAGER TO
USE VOICE PACK**

CenturyLink Voice Pack (available in some areas) keeps you connected with all your business communications whenever you have access to the Internet.

Through the convenient Call Manager portal, you can see who's called your business, review your voicemail and use the convenient click-to-call function to initiate a phone call — all on your computer.

Plus, you can set up the included **Virtual Receptionist** feature to answer and route your calls, freeing up your staff and giving your company a professional image.

Set up Voice Pack

Go to sbcontrolcenter.centurylink.com to get started

- Sign on with your Small Business Control Center User ID and Password. If you don't have a Control Center profile yet, click the Register button to sign up.

- Once you're logged in, click **Your Services** in the top menu bar, and pull down to **Call Manager**, which is the administrative portal you use to access all your Voice Pack features.

- In the upper right corner of the **Your Services / Call Manager** section is a list of numbers associated with your account. Click on one of the numbers and a row of icons will show you what Voice Pack features are included on each of your lines.

- The person designated as the account administrator will first need to set up User IDs for each of the lines. Refer to the full User Guide for instructions or click the **Help** icon to view tutorials and helpful hints.

For detailed instructions, view and download the full Voice Pack and Virtual Receptionist User Guides at http://centurylink.com/userguides in the Enhanced Services section.
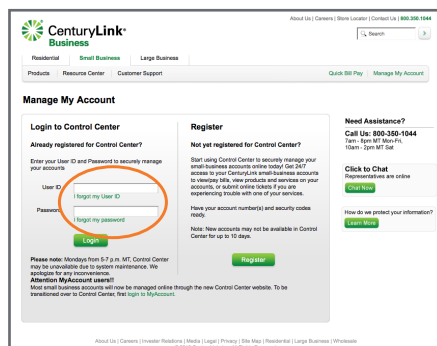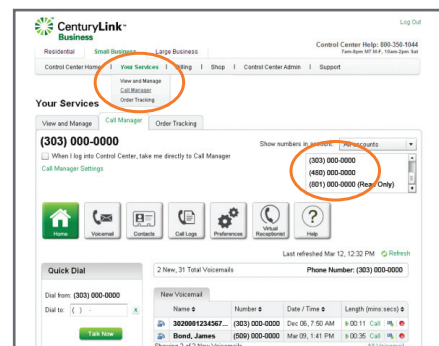
CONTROL CENTER   CALL MANAGER

CenturyLink® Voice Pack: Only available in some areas. Requires CenturyLink local phone service and acceptance of CenturyLink Call Manager terms and conditions. Also requires a CenturyLink Small Business Control Center User ID and password. Managing voicemails in Call Manager requires subscription to CenturyLink Business Voice Mail Service. Requires a computer with Internet Explorer 7.0 and above, Firefox 2.0 and above, Google Chrome 8.0 and above, Safari 4.0 and above, or MSN Explorer 9.0 and above. Sound card, speakers and software required to play audio files (voicemails). High-speed Internet connectivity required; CenturyLink Business High-Speed Internet with 1.5 Mbps or higher is recommended.

Resources

MANAGE YOUR ONLINE SERVICES
savvisdirect.com/CenturyLink/

HELP AND TUTORIALS FOR ONLINE SERVICES
savvisdirect.com/knowledge-base in the Do It Yourself section

ACCESS WEBMAIL
imp.(your domain name)

BUSINESS VOICE SERVICES USER GUIDES
centurylink.com/userguides

MANAGE YOUR CENTURYLINK ACCOUNT ONLINE
sbcontrolcenter.centurylink.com

ACCESS VOICE PACK / VIRTUAL RECEPTIONIST
sbcontrolcenter.centurylink.com under Your Services > Call Manager

CUSTOMER ASSISTANCE / TECHNICAL SUPPORT

Voice Services	**800-238-5100**
Internet Services	**800-247-7285**
Email, Hosting, Fax, Online Backup	**855-459-6121**

Bookmark the online services page http://savvisdirect.com/CenturyLink/ along with the others you will use most often.

TERMS AND CONDITIONS

Core Connect® Professional: Core Connect Professional includes the following, required component services: CenturyLink® High-Speed Internet, Core Connect Professional CenturyLink Choice® Business Plus, and CenturyLink® Core Connect Professional Unlimited Long Distance. Customer must retain all of these component services for the term commitment period listed on the order confirmation section of this letter in order to maintain eligibility for Core Connect Professional discounted monthly recurring charges and applicable discounts. If you fail to maintain all services for the listed term commitment period or choose to terminate any of the required services before the conclusion of the listed term commitment period, you will be required to pay an early termination charge. and the remaining services will be converted to CenturyLink's then-current, stand-alone monthly recurring charges, which may be a higher monthly rate. The monthly rates, fees, discounts, and savings in effect when you subscribe to CenturyLink Core Connect Professional will apply until expiration of the applicable term commitment period. Upon completion of the listed term commitment periods, applicable discounts or savings will expire, and CenturyLink will charge you the then-prevailing monthly charges for your services. Lines of service later added to CenturyLink Core Connect Professional will be subject to additional term commitment periods and the then-prevailing monthly rates, fees, discounts, and savings.

CenturyLink High-Speed Internet: Your CenturyLink High-Speed Internet Service and related services are offered under the High-Speed Internet Subscriber Agreement terms, which are located at centurylink.com/legal/highspeedinternetsubscriberagreement, and must be accepted prior to using the services. CenturyLink updates the High-Speed Internet Subscriber Agreement from time to time and your continued use of the service(s) constitutes your acceptance of any changes.

Core Connect Professional CenturyLink Choice Business Plus: CenturyLink Choice Business Plus is provided under CenturyLink tariffs, price lists, price schedules and catalogs posted to: centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html. Service limitations may exist by location.

Core Connect Professional Unlimited Long Distance: Core Connect Professional Unlimited Long Distance services are provided under CenturyLink tariffs, price lists, price schedules and catalogs, posted to: centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html. These services are only available to CenturyLink business customers subscribing to a qualifying CenturyLink local service package. Core Connect Professional Unlimited Long Distance provides unlimited domestic long distance voice services. Certain restrictions apply to calling plan, including limitations against using the services for connection to data service or any use other than domestic direct-dialed voice calls. If the Core Connect Professional services are terminated, the Core Connect Professional Unlimited Long Distance service will be converted to the CenturyLink Choice® Unlimited calling plan that may have a higher monthly charge.

Unlimited Business Voice and Voice Line: Unlimited Business Voice services are provided under CenturyLink tariffs, price lists, price schedules and catalogs, posted to: centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html. Unlimited Business Voice requires Business customer to have at least one Core Connect Professional bundle on their account. A customer may select any combination of Core Connect Professional and Unlimited Business Voice packages not to exceed 10 per account. Service limitations may exist by location.

Unlimited Business Voice Long Distance: These services are only available to CenturyLink business customers subscribing to a qualifying CenturyLink local service package. Unlimited Business Voice Long Distance provides unlimited domestic long distance. Certain restrictions apply to calling plan, including limitations against using the services for connection to data service or any use other than domestic direct-dialed voice calls. Long Distance services provided by Qwest Long Distance Corporation DBA CenturyLink LD.

Usage may be monitored and if use indicates non-compliance, the Customer's long-distance service may be suspended.

In addition to what is listed above, these terms and conditions contain additional provisions that apply to CenturyLink Core Connect Professional, including, among other things, mutual confidentiality, your required indemnification of CenturyLink, CenturyLink's limitations of liability, minimum, required term commitment periods, and CenturyLink's disclaimers of warranties.

If you are transferring or changing existing CenturyLink services to Core Connect Professional or adding Core Connect Professional to your existing services, you will lose any current discounts or savings you currently may be receiving on your account.

Service limitations exist. If a service insert or specific instructions to obtain additional information were not provided for your service, please contact your CenturyLink Representative or call 1-800-603-6000, referring to your order date and order number, for product details, plan and feature restrictions and limitations.

TTY (Telecommunication Services for the Deaf) call 1-800-223-3131.