

# Listen Only Mailbox

Listen Only Mailbox lets you record an announcement message for your callers to hear. It's a great way to easily communicate information that does not require a reply, such as your company's hours of operation, a list of services you provide, directions on how to find you, or details on special offers or promotions. Callers may listen to your announcement and hang up, or they can press **[0]** to be connected to another mailbox or telephone number. Callers can't leave a message in a Listen Only Mailbox.

## How to set up your Listen Only Mailbox

- Call the Listen Only phone number set up when you placed your order, and press **[7]** when the announcement starts to play. A tutorial will then guide you through setting up your mailbox.
- You will be asked to re-enter the 10-digit phone number of your Listen Only Mailbox.
- Next, enter a password and press **[#]**. Passwords can be any number, four to 15 digits long, that doesn't begin or end in zero.
- Now record a name for the mailbox and press **[#]**.
- You are now ready to use your new Listen Only Mailbox.

## How to record an announcement

- To access your mailbox, call your Listen Only number and press **[7]** when the message starts.
- Enter your password to reach the main menu.
- Press **[1]** to hear a previously recorded announcement
- Press **[2]** to record your announcement or to change your current announcement. When finished recording press **[#]**. Maximum announcement length is 15 minutes.

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**1 800-776-2777** for customer assistance  
[centurylink.com/bizwelcome](http://centurylink.com/bizwelcome)



## Listen Only Mailbox Service Agreement

Some services offered by CenturyLink are not regulated by the state public utility regulatory agency. These services are governed by these Terms and Conditions, so be sure to keep this Agreement. By using or paying for the Service, you agree to these Terms and Conditions.

**Services:** Among the Services which are governed by these Terms and Conditions are: Listen Only Mailbox Service. It is offered only to business customers in areas where we are able to provide it. Listen Only Mailbox Service will only work with telephone sets that provide touch-tone signaling.

**Billing and Suspension of Service:** CenturyLink will bill you each month, in advance, on the page of your bill marked “unregulated” for the Service(s) you have selected. If payment is not received for the Service, then we may discontinue the Service after notifying you in writing. We may also suspend or discontinue the Service, without notice, if no telephone service is being provided to the business, if any abuse or misuse of the Service occurs or if a hazard or danger to person or property exists.

**Cancellation/Agreement:** Subject to any initial service period, you may cancel your Service, without further charge, as of the date you call us. But we will continue to provide the Service you have ordered and we will expect you to pay for it until you do cancel the Service.

**Deposit:** Subject to any applicable laws or rules, if we hold a deposit for your account, we may apply it to any unpaid amount that you owe us when any Service is terminated for any reason.

**Limitation of Liability/Sole Remedy – “Out of Service” Credit:** If your Service is interrupted for 24 hours or more, and if it is not due to your own actions or instruments in your business, nor due to your own actions or those of your customers or employees, you will be entitled to an “out-of-service” credit. It is your responsibility to contact us and request a credit within a reasonable time, generally 30 days, or we may not give you this credit. THIS IS YOUR SOLE REMEDY FOR ERRORS, OMISSIONS AND OUT-OF-SERVICE CONDITIONS, EVEN IF IT IS OUR FAULT. IN OTHER WORDS, OUR ONLY LIABILITY TO YOU IS TO GIVE THE “OUT-OF-SERVICE” CREDIT. WE ARE NOT LIABLE FOR ANY OTHER DAMAGES, REGARDLESS OF THE THEORY, WHETHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL. WE ARE NOT MAKING ANY WARRANTIES TO YOU, AND WE EXPRESSLY EXCLUDE AND DISCLAIM ANY IMPLIED WARRANTIES SUCH AS WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

**Reporting/Repairs:** If you have any problems with your Service or if you are entitled to an “out-of-service” credit, please contact us at the telephone number on your bill or in the Customer Guide part of the White Pages. It is our obligation to repair our facilities, but if you or your customers or employees damage our facilities, we may charge you for the cost of repair.

**Changes:** We may change or stop offering any Service, and we may change any of the Terms and Conditions and the price for any Service, but only after we give you 30 days’ notice. The notice may be included with your monthly bill. Any change in these Terms and Conditions must be in writing. Continued use of the Service after change(s) in Terms and Conditions constitutes acceptance by you of the change(s).

**Taxes:** We will add applicable sales, use, and other taxes, assessments and charges to your bill.

**Bad Checks:** We will charge you a bad check fee if your check is returned by your bank.

**Dispute Resolution:** Any claim, controversy or dispute arising out of this Agreement shall be settled by arbitration in accordance with the applicable rules of the American Arbitration Association. The arbitrator shall have authority to award compensatory damages only, and judgment upon the award may be entered in any court having jurisdiction.

**Additional Information:** Service descriptions and any limitations may be described in product literature. These descriptions and limitations are part of these Terms and Conditions. Please call us if you need copies or have any questions.

**Messaging Information:** While the functionality of Business Voice Mail makes it easy for you to send messages to your groups, it also makes it easier for others to send you unwanted messages. We do not want your voice mailbox to become cluttered with “junk mail” messages; therefore, we have made the following addendum to your Business Voice Mail Terms and Conditions:

1. Obscene, abusive or offensive messages sent or forwarded from one CenturyLink Voice Mail mailbox to another are prohibited.
2. Neither Business nor Residential Voice Mail Customers may send unsolicited promotional, advertising, or commercial messages to other Voice Mail customers unless:
  - A. The recipient has requested messages from the sender OR
  - B. The sender has signed authorization to send messages to the recipient.
3. All sent commercial messages must clearly identify the sender’s name and a phone number at which the sender can be contacted.

CenturyLink has the right to determine compliance or non-compliance with these rules, and it may take into account customer complaints and comments. CenturyLink may or may not warn a violator of a violation. In addition to any other remedy, CenturyLink may interrupt or disconnect service of an offender, temporarily or permanently, with or without warning.