

CenturyLink Resold Central Office Line and DSL Features, Descriptions and Instructions

Features	Key Codes		Per Call Activation	Descriptions
	Activate	Deactivate	Yes/No	
Call Forward Busy	N/A	N/A	N	If your phone line is busy, this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. <i>Programmed by a POPP Representative.</i>
Call Forward No Answer	N/A	N/A	N	If your phone line is not answered within a specific number of rings (you choose), this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. <i>Programmed by a POPP Representative.</i>
Call Forward Variable with Courtesy Call	*72	*73	N	Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. 1. Dial “*72” to activate. 2. Wait for a confirmation tone, then dial the number to forward calls to (calls forwarded to a long distance or Toll Free number must be programmed with a “1” plus the area code and number). 3. A courtesy call will be made to the forwarding number. Wait for the courtesy call to be answered. Once the courtesy call is answered (by a person or an automated system), hang up. If the courtesy call is not answered, hang up and immediately repeat steps 1 and 2. The second attempt will not require a courtesy call; once confirmation tone is heard, hang up. <i>Once activated, each incoming call will ring once at your location before forwarding.</i>
Call Hold	# or *12	N/A	Y	Allows you to put a call on hold and then dial another phone number. You may then switch between the two callers by hitting the flash-hook.
Call Waiting	N/A	N/A	N	Notifies you (with a tone) that a second call is on the line, and enables you to switch between the calls (<i>does not work with Call Transfer and Hunting features</i>).
Caller ID Name and/or Number	N/A	N/A	N	Displays the name and/or number of the calling party. (<i>Additional equipment needed</i>)
Cancel Call Waiting	# or *70	N/A	Y	Allows you to cancel call waiting on a per-call basis.
Custom Ringing	N/A	N/A	N	In addition to the phone number assigned to your line, this service allows you to assign up to three more phone numbers to the same line. Calls to each additional number have a distinctive ring tone: short-short, short-short-long, or short-long-short. <i>Each Custom Ringing number must use a different ring tone. Telephone system and/or fax machine must support Custom Ringing. Client is responsible for programming fax. Custom Ringing numbers follow the forwarding of the primary line (Call Forward Variable, Call Forward Busy, or Call Forward No Answer), but the distinctive ring pattern does not carry forward.</i>
Hunting (aka Rollover)	N/A	N/A	N	This feature automatically routes incoming calls by testing for busy on each line in a prearranged order (Hunt Group) until an available line is found or the end of the list is reached.
Three Way Calling	N/A	N/A	Y	During an existing call, this service allows you to call a third party, and add the third party to the call, creating a three-way conversation. <i>To add a third party to an active call, press down the flash-hook and then dial the third party's number. If the third party answers, press down the flash-hook again, connecting all three parties. If the third party does not answer or the line is busy, press down the flash-hook twice to rejoin the original call. If you accidentally hang up, you will receive a ring-back reminding you that the original call is still on hold; you can rejoin the call by picking up the phone.</i> Note: If your telephone does not have a flash-hook (aka switch-hook), you can try pressing the “Flash” or “Pause” button instead (if present).

Non-Chargeable Features	Descriptions
Selective Call Rejection	<p>Allows you to reject a list of up to 25 individual incoming telephone numbers. Rejected numbers can be in several formats:</p> <ul style="list-style-type: none"> 10-digits: individual telephone numbers (612-XXX-XXXX) 6 digits: area code + telephone prefix (612-478) 3 digits: area code only (612) <p>Rejected callers will hear: “The party you are calling is not receiving calls at this time.”</p> <ul style="list-style-type: none"> Activate Selective Call Rejection by dialing “*78” from your business telephone number or call 1-888(your area code)-8052 <ul style="list-style-type: none"> 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, enter the temporary code “1234”. Select Call Rejection from the main menu. An announcement will tell you if Call Rejection is on or off. Press “1” to turn Call Rejection on/off. Edit Call Rejection List: Press “3” Add the last number that called you: Press “2” To hear your Call Rejection List: Press “4” Press “*” to return to the main menu. <p><i>Selective Call Rejection will not allow a subscriber to add “Unknown” or “Out of Area” telephone numbers.</i></p>

NOTE: Depending on the phone line type and Central Office the call is being completed through, you will press either “#” or “*” before the two-digit code.

Chargeable Features	Descriptions
Remote Call Forward Activation (\$8.95 per month)	<p>Allows you to remotely program your line to forward all calls to a local, long distance (long distance charges apply), or Toll Free #.</p> <p>To Activate</p> <ol style="list-style-type: none"> For initial set up, you must activate Remote Call Forwarding from the line you wish to forward. Dial “*78”. At the prompt, enter a security code. The temporary code is 1-2-3-4, then press “#”. The system will ask you to create a new code and press “#”. <p>To Activate/Deactivate Remote Call Forwarding after the initial set up</p> <ol style="list-style-type: none"> Dial 1-888-612-8052. At the prompt, enter the telephone number of the Remote Call Forwarded line. You will be prompted to enter a security code (this is the code you initially created). A prompt will ask for the number to which you want calls forwarded, then press “#”. Within 30 seconds, calls will forward to that number.