

Remote Access Forwarding

Now you don't have to go back to your office to forward your calls to another location. Just call the CenturyLink™ Update Center from any touch-tone phone to turn forwarding on, off, or to change your forwarding number.

IT IS VERY IMPORTANT that you set up Remote Access Forwarding immediately to prevent others from improperly billing long-distance calls to your account.

To set up Remote Access Forwarding

- Call the CenturyLink Update Center at 1 888-(your area code)-8052* from any touch-tone phone, or call *|7|8| from your business phone number.
- 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 |1|2|3|4|.

Note: If you've already set up another service through the Update Center, such as Selective Call Forwarding, you can use the same security code for Remote Access Forwarding 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.
- Now you may select Remote Access Forwarding and continue with steps 3 through 6 on the back. Or, you can call the Update Center again to set up your forwarding number at a later time.

Important: For your protection, the initial set-up of your Security Code can only be done from your office telephone by dialing *|7|8| to access the CenturyLink Update Center. Afterward, any changes to your service can be made by dialing *|7|8| or by dialing the CenturyLink Update Center's toll free number 1 888-(your area code)-8052* from any touch-tone phone.

more ►

1 800-238-5100 for customer assistance
centurylink.com/bizwelcome



CenturyLink™
Business

To forward your calls

- If you are not already connected to the Update Center, call 1 888-(your area code)-8052* from any touch-tone phone or ***78** from your office telephone.
- Enter your permanent Security Code.
- Select **Remote Access Forwarding** and listen to the Main Menu.
- Press **1** to forward calls.
- Enter the 10-digit number to which you want calls forwarded. You must include the area code even if it's a local call. There are no charges for local calls, only for long-distance calls.
- Listen for the recorded voice to confirm your entry. If the number is correct, hang up. If not, return to the Main Menu.

When Remote Access Forwarding is ON

You have several options for changing your service.

From the Main Menu:

- Press **1** to cancel Call Forwarding.
- Press **2** to enter a new forwarding number.
- Press **3** to change your security code.
- Press ***** to disconnect.

Special Tips

- Press ***** to cancel or exit what you're doing.
- Press **0** to repeat a menu.
- Press **#** to complete an entry.
- To change your security code, select Personal Options from the first menu in the Update Center.

Warning

Please check the confirmation letter you received with this sheet to see if Remote Access Forwarding has been ordered for your phone. If you did not intend to order Remote Access Forwarding, please contact us immediately. Otherwise, unauthorized parties could use your service, resulting in long-distance charges being added to your bill.

Available in most areas. Some restrictions apply.

* 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.

more ►

Remote Access Forwarding 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: Remote Access Forwarding. It is offered only to customers in areas where we are able to provide it. Remote Access Forwarding can only be activated, deactivated or changed from 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 customer 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 the authority to award compensatory damages only, and judgement 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.

©2011 CenturyLink, Inc. All Rights Reserved.
RAF2_BE 8/11

1 800-238-5100 for customer assistance
centurylink.com/bizwelcome

