

# Call Routing to Number

Call Routing to Number allows calls to be routed to other local phone numbers, to 800, 877, or 888 numbers, or to a CenturyLink™ Voice Mailbox. You can have up to nine destination numbers, as long as at least two of them are equipped with Business Voice Mail from CenturyLink and billed to the same number as your service. Here's an example of how Call Routing to Number can work: "Thanks for calling Metro Electricians. To reach an electrician in your area, press one of these numbers: In Lakeville, press [1]; In Pineville, press [2]; In City Center, press [3]. To speak to an attendant, press [0]."

## To set up Call Routing to Number

A CenturyLink consultant will call to establish your service and all the mailboxes calls will go to. Before this call, please prepare:

- A list of destinations and corresponding key numbers from 1 to 9.
- A main greeting up to three minutes long.
- A greeting-only four-digit security code that allows you to change your main greeting without contacting CenturyLink.
- An individual greeting for each mailbox.
- A password for each mailbox.

## To change a Call Routing to Number greeting

- Call your special retrieval number.
- Enter your Call Routing mailbox number.
- Enter your greeting-only security code.
- Press **[2]** to record a new greeting and follow the prompts.

**Note:** Although you can press **[1]** to "Delete Existing Greeting," DO NOT change your greeting this way. It may temporarily disable Call Routing to Number. Press **[2]** instead and record your new greeting over your old one.

more ►

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



## To make other changes to Call Routing to Number

- If you have Call Routing to Number and want to add, delete or change the order of the mailboxes to which calls get routed, or make any other changes, just call 1 800-888-1713.
- If you've added Call Routing to Number to your existing service, the way you access your mailboxes may change. Your CenturyLink Consultant will review these changes with you.

**NOTE:** The optional Scheduled Greetings feature is not available with Call Routing to Number.