

THANK YOU FOR CHOOSING QWEST BUSINESS CONTINUATION ROUTING

The information provided here will help you in setting up your Business Continuation Routing™ Service using the Qwest Update Center. Once you have completed the initial setup, you can securely, quickly and automatically arrange the rerouting of a predefined group of telephone numbers in the event of a telephone outage or an emergency.

There are several steps required for the initial set-up of the service. During the order process, you were asked to designate between one and six individuals as authorized personnel for setting up and activating your Business Continuation Service. These may also be the people responsible for implementing the emergency rerouting of your telephone numbers. It is important to authorize multiple employees to handle the activation and deactivation of your service because circumstances may warrant the initiation of the rerouting process at various times of the day.

The initial set up of Business Continuation Routing will require several pieces of information. Please be prepared with the following:

- The telephone number for the Qwest Update Center 1 888-your area code-8052
- The default six-digit Administrative Security Code
- The Business Continuation Routing Group numbers, as well as the telephone numbers contained in each group. This information should have been provided by your Qwest Account Representative.

IMPORTANT INFORMATION NEEDED BEFORE SETTING UP THE SERVICE

An administrator or one of your authorized personnel will be asked to perform several steps during the set-up process. They will also determine the level of security needed to ensure only authorized personnel can access the system. The people you have designated as administrators, and those who will be authorized personnel, should have been identified when your order was placed.

There are four different levels of security provided:

- A six-digit Administrative Security Code, selected by an administrator.
- A four-digit Basic Security Code, which can only be used to turn the service ON or OFF, and not to change any other settings.
- The list of previously identified authorized personnel.
- An optional series of security questions and answers. The questions are recorded verbally by the administrator, and answers are manually entered using the telephone keypad.

How to Set Up Your Business Continuation Routing Service

- Call the Qwest Update Center by dialing 1 888-your area code-8052 from any touch-tone telephone. *NOTE: If you have a 763 or 952 area code, please use 612.*
- You will be asked to enter your six-digit Default Administrative Security Code.

- Once you gain access to the Update Center, you will be prompted to enter a new permanent six-digit Administrative Security Code. *NOTE: This security code should only be given to the designated administrator(s) that are permitted to access any service settings, not just to turn the service ON or OFF.*

At this point you will be prompted through the set up process and given the option of setting up the four-digit Basic Security Code, setting up the security questions and the ability to record group or option names. There are very clear and concise verbal prompts to assist in setting up each of these options.

Here are some hints to help you be prepared during this process.

- Do not use the last four digits of your telephone number as your Basic Security Code.
- Choose a code easy for your authorized personnel to remember, but hard for others to guess.
- If you use other services on your telephone line that are accessed using the Qwest Update Center, you will use the same code for your Basic Security Code with Business Continuation Routing.
- In this event please keep in mind the authorized personnel for Business Continuation Routing will be able to update your other services.
- The Basic Security Code should be given to your authorized personnel to allow them to activate and deactivate the Business Continuation Routing emergency rerouting plan.
- The list of authorized personnel can only be changed by contacting your Qwest representative. You may want to maintain a record of the authorized personnel to keep track of them in the event changes are needed.
- It is recommended that you record at least one security question, but for the highest level of security, you are allowed up to six questions.
- The questions are recorded verbally using your own voice. The answers are entered manually using the letters or numbers on your telephone keypad.
- For the best security, you should change some or all of the questions or answers at regular intervals, or whenever an authorized person leaves the company.

BUSINESS CONTINUATION ROUTING GROUPS

If you ordered Business Continuation Routing on multiple numbers that are set up in groups, the next step in the process is setting up your groups. Business Continuation Routing uses lists of telephone numbers organized in groups to make it easier to turn the service on or off for large blocks of numbers at once. During the ordering process, these groups were given pre-assigned group numbers (1-50). If you do not have a list of the assigned group numbers and the assigned telephone numbers that go with them, you should be able to obtain the list from your Qwest Account Representative. Using the Update Center, you can make it easier to work with your groups by renaming each group with department or location names recorded in your voice. You will be prompted through this process if you choose to rename the groups.