



USER GUIDE

CustomChoice[®]

When it comes to what you like, you're the expert. CustomChoice lets you choose from any of the features described in this guide. No matter how many you select, you'll enjoy one low price, along with discounts on other Qwest services!



don't miss important calls

→ Talking Call Waiting/Call Waiting

Receive incoming calls while you're on the phone. Switch to the second call without losing the first one.

It's easy:

- 1 When you're on a call, and someone else is trying to reach you, you'll hear either a Call Waiting tone alone, or a tone and voice that will tell you the name of the caller. Only you will hear the tone and name.
- 2 If you want to answer the second call, quickly press and release the switchhook or **FLASH** to answer the second call.
- 3 Press again to switch back.

To temporarily turn off:

- 1 Press ***70** and listen for three brief tones, then a normal dial tone.
- 2 Dial the phone number you wish to call. Call Waiting will be restored automatically when you hang up.

To temporarily turn off with a call in progress:

- 1 Press and release the switchhook or **FLASH** to put your call on hold.
- 2 Listen for three brief tones and a normal dial tone, then press ***70**.
- 3 Press the switchhook or **FLASH** again to continue your call without interruption. Call Waiting will be restored automatically when you hang up.

To temporarily turn off while using a modem:

- 1 Store ***70** as part of your dial-up number, so that Call Waiting will be turned off automatically when you go online. This will protect your modem connection from being disrupted. Call Waiting will be restored automatically when you log off.

→ Call Waiting ID

See who it is before answering Call Waiting on your special Call Waiting ID display unit.

It's easy:

- 1 When you hear the Call Waiting tone, check your Call Waiting ID display to see who is calling.
- 2 If you want to answer, press and release the switchhook or **FLASH** to put the first call on hold and answer the second call.

To temporarily turn off:

- 1 Follow the same instructions for turning off Call Waiting.

→ *Call Waiting Deluxe*

Available with the Home Receptionist® phone. Manage incoming calls easily and efficiently. When you hear the Call Waiting Deluxe tone (slightly different than the regular Call Waiting tone), your phone display will show the name and number of the incoming caller. With the unique features of the Home Receptionist, you can:

Send an incoming caller directly to Voice Messaging Service.

Send a message asking a new caller to please hold.

Add a new call in with your existing call.

Switch back and forth between calls.

End a current call and accept a new call.

Remember to activate your services by calling 1-800-332-3487 from your Home Receptionist. Please refer to the instructions included with your Home Receptionist for further details.

→ *Long Distance AlertSM*

This distinctive ring or Call Waiting tone lets you know when the incoming call is long distance.

→ *Last Call Return*



The phone stops ringing before you reach it. Now you can find out who called, and if you choose, automatically redial the number.

It's easy:

- 1 To find out the number of your last caller, press ***69**. (Blocked numbers will not be announced.)
- 2 To return this call, simply press **1**.

Identify your callers

→ Caller ID

Know who is calling before you answer the phone. The Caller ID display unit shows the caller's name and number. It also keeps a log of your most recent calls.

It's easy:

- 1 A display unit attached to your phone shows the caller's name and number after the first complete ring.
- 2 The name, number, date and time of most calls are automatically stored.

→ Priority Call

* 6 1

For the people in your life who take priority – a unique ring alerts you when they call.

It's easy:

- 1 Store up to 15 phone numbers to be identified with a unique ring.
- 2 To create and change your Priority Call list, press * 6 1.
- 3 If you have Call Waiting, your Priority Calls will be identified by a special tone when you are on another call.
- 4 To cancel, press * 8 1.

→ Custom Ringing

Know who the call is for without picking up the phone. Up to four people in your household can have their own distinctive ring. No additional equipment or wiring needed.

Up to four phone numbers are assigned to your home for you to distribute. Each number has its own ring. (They can have their own listing in the Qwest® Dex Directory as well, for an additional charge.)

If you have Call Waiting, the tone is different for each Custom Ringing number as well.

make calling *faster and easier*



Continuous Redial



No time to try back after a busy signal? Let your phone do the work automatically.

When you get a busy signal:

- 1 Hang up, then press ***66**.
- 2 Hang up again. Continuous Redial will continue dialing the number for up to 30 minutes.
- 3 A special ring tells you when the line is no longer busy. Simply pick up the phone to connect your call.
- 4 Activate Continuous Redial on up to 15 numbers. Works with most local and some long distance numbers.
- 5 To cancel press ***86**.



Three Way Calling

Talk to people on two separate phone lines at the same time. Three Way Calling can connect both local and long distance calls.

To connect a second party to your current call:

- 1 Press the switchhook or **FLASH** to put the first person on hold.
- 2 When you hear a normal dial tone, call the second person.
- 3 Press the switchhook or **FLASH** again to connect all three of you.
- 4 If there's no answer, press the switchhook twice to cancel and keep talking to the first person.
- 5 To hang up the second call, press the switchhook or **FLASH** again. The original call ends when the first person hangs up.



Speed Calling

Dial your most important and frequently called numbers with a single touch from any phone in your home.

To program Speed Calling 8:

- 1 Give each number a one-digit code from 2 to 9.
- 2 Press ***74**.
- 3 Enter the one-digit code, then the phone number. Listen for the tone.

To call:

- 1 Press the code for the person you're calling, followed by the **#** key.

To program Speed Calling 30:

- 1 Give each number a two-digit code from 20 to 49.
- 2 Press ***75**.
- 3 Press the two-digit code, then the phone number. Listen for the tone.



Call Rejection

* 6 0

Why receive calls you know you don't want? Now you can block those callers, just by knowing their phone number.

To reject specific callers:

- 1 To block unwanted calls, press * 6 0 .
- 2 Up to 15 numbers can be stored on your Call Rejection list.
- 3 Rejected callers hear a recorded message that says you are not accepting calls.

- 4 If you don't know an "unwanted caller's" number, add them to your Call Rejection list right after hanging up from their call. Simply press * 6 0 .
- 5 To temporarily deactivate Call Rejection, press * 8 0 .



Anonymous Call Rejection

* 7 7

Reject incoming calls if the caller has blocked their information from being shown on your Caller ID display.

To reject anonymous callers:

- 1 To turn on, press * 7 7 .
- 2 Your phone won't ring if someone calls from a blocked line.

- 3 To turn off, press * 8 7 .
- 4 Blocked callers can get through on a per-call basis by dialing * 8 2 before placing the call.



Non-Listed Service

Your listing will be available through directory assistance, but will not appear in the phone book or marketing lists.



Do Not Disturb

* 7 8

Tired of those after-hours calls? Your phone won't ring during the times when you don't want to be disturbed.

It's easy:

- 1 Your pre-set schedule will not allow your phone to ring between 10pm and 6am, 7 days a week. Callers will hear a greeting that says you're not accepting calls.
- 2 If you want to make a change, call the Update Center by dialing * 7 8 from your home phone. Or, 1-888-(your area code)-8052 from any touch-tone phone.

- 3 The first time you call, use 1 2 3 4 as the temporary code, then follow the instructions to set up your own security code.
- 4 Select "Do Not Disturb" from the menu, then follow the prompts.

forward your calls



Call Forwarding

* 7 2

Don't miss calls while you're out. Forward your calls to a selected local, long distance or wireless number. You can still make outgoing calls while Call Forwarding is active.

To forward all your calls:

- 1 Press * 7 2 .
- 2 After a second tone, dial the number you want your calls forwarded to.
- 3 When the phone is answered, hang up.
- 4 If the phone is busy, or no one answers the number you want your calls forwarded to, repeat the first two steps. Two quick tones confirm that Call Forwarding is activated.
- 5 A short ring on your phone each time a call is forwarded reminds you Call Forwarding is active.
- 6 To cancel, press * 7 3 .



Selective Call Forwarding

* 6 3

Choose the specific callers you want to forward to a local, long distance or wireless number. Use it for only those critical calls you don't want to miss.

To forward certain calls:

- 1 Press * 6 3 .
- 2 Select up to 15 different numbers to forward.
- 3 To cancel, press * 8 3 .



Call Following[®]

Now you don't have to be home to forward your calls to another location.

Please refer to the attached sheet for directions on how to get started. And be certain to activate your new security code as soon as possible.

- **WARNING** — If you received a separate Call Following Instruction Sheet, our records indicate you have ordered Call Following. If you did not order this service, please contact us immediately. Otherwise, unauthorized parties could use your line, resulting in long distance charges being added to your bill.

CustomChoice quick reference guide

Your CustomChoice calling features are easy to use with these simple commands and your touch-tone phone. If you have a rotary phone, dial ①① instead of [*].

	Activate	Deactivate
Anonymous Call Rejection	* 7 7	* 8 7
Call Forwarding	* 7 2	* 7 3
Call Rejection	* 6 0	* 8 0
Call Waiting	--	* 7 0
Continuous Redial	* 6 6	* 8 6
Last Call Return	* 6 9	* 8 9
Priority Call	* 6 1	* 8 1
Selective Call Forwarding	* 6 3	* 8 3
Speed Calling 8	* 7 4	--
Speed Calling 30	* 7 5	--

Some services not available in all areas. Price does not include other charges such as CALC, zone increment, EAS or taxes. Caller ID, Call Waiting ID and Call Waiting Deluxe require compatible display equipment. The display unit shows the listed name and number of the phone line your caller is using. Not all numbers and/or names will be displayed, logged or rejected. Calls from rejected numbers will not be displayed on the Caller ID unit. Call Waiting will not operate when a Three Way Calling call is in progress. Selective Call Forwarding and Priority Call may not operate on blocked and certain other calls. The same special ring is used for Custom Ringing, Priority Call and Long Distance Alert. If you have these services, you may not be able to distinguish between calls. Measured service and long distance charges may apply for completed Three Way Calling, Last Call Return, Continuous Redial and forwarded calls. Offer valid for residential customers only. Other restrictions and limitations may apply for the listed services. Prices subject to change. An incoming "blocked" long distance call is billed to the caller, even if the call was not completed due to Anonymous Call Rejection. Some business or public telephone systems may not have [*] 8 2 unblocking capabilities.

Remember, as a CustomChoice subscriber, you are eligible for outstanding discounts on unlimited Internet access, Voice Messaging Service, Complete Coverage and more.

Any questions?

Call 1-800-244-1111
www.qwest.com/customchoice

