

DIAL LOCK®

Your new Dial Lock service has been automatically activated. It's most reliable way to control how others use your phone.

Your Dial Lock service is currently blocking outgoing calls to long distance numbers, including pay-per-call (900) and international numbers. Operator-assisted calls and directory assistance calls are also blocked. Only local and toll-free calls are permitted.

EVERYDAY USE

If someone tries to make a type of call that you've blocked with Dial Lock, such as a long distance call, they will hear a message like this:

"We're sorry. Long distance calls cannot be completed from this telephone."

Long distance calls, including pay-per-call numbers and international numbers, are always blocked when Dial Lock is on. You may also choose to block operator assisted calls, directory assistance calls, and calls to toll-free numbers. You can even block your local calls. Don't worry, your calls to 911 will never be blocked.

Also, you and those you authorize can override certain types of blocking with a bypass code.

1 800-244-1111 for customer assistance
qwest.com

CALL THE UPDATE CENTER TO SET UP AND MANAGE DIAL LOCK

- Call the Qwest Update Center at 1-888-(your area code)-8052. Use the area code of your home number. You may also call the Update Center by dialing ***78** from the telephone line on which Dial Lock is installed.
- When you call the Update Center for the first time, enter the phone number for which you have ordered Dial Lock (if prompted to do so).
- Next, enter the temporary security code **123456**. The recorded instructions will then guide you through personalizing your 6-digit security code, because you will need it whenever you want to make changes to your Dial Lock service.
- Listen for the prompts and select Dial Lock.

The Dial Lock Main Menu lists several options for managing your service. In addition to the menu items, you may press **0** for help about the Main Menu, or **8** to manage your Dial Lock service on another phone number.

TURNING YOUR DIAL LOCK SERVICE OFF AND ON

- Call the Update Center, using your new 6-digit security code.
- At the Dial Lock Main Menu, an announcement will tell you whether Dial Lock is on or off.
- If Dial Lock is on, press **1** to turn it off. No calls will be blocked until you turn your Dial Lock service on again.
- If Dial Lock is currently off, press **1** to turn it on.

CHANGING THE TYPES OF CALLS THAT ARE BLOCKED

To change the blocking of local, operator-assisted, directory assistance or toll-free calls, call the Update Center, go to the Dial Lock Main Menu, and follow the recorded instructions.

SETTING UP PHONE NUMBERS THAT WILL NEVER BE BLOCKED

You can authorize up to 20 numbers that will never be blocked. These can be specific telephone numbers (including international numbers), or they can be area codes, area codes plus three-digit prefixes, or country codes for international calls.

To specify these numbers, call the Update Center, go to the Dial Lock Main Menu, and follow the recorded instructions.

As you add a new number to your list, do NOT include a 1, 0 or 011 at the beginning of the number. For example, if you were adding the toll-free number 1 800-555-1234 to your list of authorized numbers, you would enter this number as 8005551234.

SETTING UP CODES THAT ALLOW PRIVILEGED CALLERS TO BYPASS BLOCKING

Designate up to five 4-digit codes that you or other privileged callers can use to make blocked calls, even while Dial Lock is activated.

SETTING UP CODES THAT ALLOW PRIVILEGED CALLERS TO BYPASS BLOCKING

Designate up to five 4-digit codes that you or other privileged callers can use to make blocked calls, even while Dial Lock is activated. To set up a bypass code, call the Update Center, go to the Dial Lock Main Menu, and follow the recorded instructions.

Bypass codes are different from the 6-digit security code that you use when calling the Update Center. ONLY use the 6-digit code when you call the Update Center. Use one of the four-digit codes to place a call that would otherwise be blocked.

USING YOUR BYPASS CODE TO PLACE A CALL

- Dial the number as usual. If Dial Lock is blocking that type of call, you'll hear the beginning of an announcement that the call is blocked.
- Immediately enter your four-digit bypass code to interrupt the announcement and allow your call to be completed.

more...

more about DIAL LOCK®

Note: The bypass code will not break through the blocking on most calls. However, the code may not break through blocking for certain types of calls.

If you attempt to place a blocked call, and you hear:

"We're sorry. Your call cannot be completed from this telephone."

...then the bypass code will not break through the blocking. In this case, simply call the Update Center and turn Dial Lock off before you place the call. Remember to turn Dial Lock back on afterward.

CHANGING YOUR SECURITY CODE

- Call the Update Center, using your current 6-digit security code.
- Select "Personal Options" and follow the recorded instructions to set up a new 6-digit security code.

If at any time you experience difficulty with your Dial Lock service, please call 1 800-770-2513.

Copyright © 2005 Qwest. All Rights Reserved.
DL_C 07/04

1 800-244-1111 for customer assistance
qwest.com

Qwest 
Spirit of Service®