

# MANAGED LONG-DISTANCE

*When you need to keep an eye on your long-distance calls, Managed Long-Distance can do it for you. It's simple. You'll have a spending limit of \$20 per month (plus taxes, surcharges and other fees), and once your limit is reached, no more long-distance calls can be made until the first day of the following month. And, if you want to make sure that only certain people in your household can make long-distance calls, you can choose an optional Long-Distance Privilege Code when you set up your service.*

## HOW DOES IT WORK?

Each time you make a long-distance call directly from your home, you'll hear how many minutes you have available for that call. As you get close to your limit, you'll hear when you have five minutes left and then one minute left during the call.

When your time is used up, your current call will be cut off, and you won't be able to make any more long-distance calls until the first day of the next month, when a new \$20 spending limit will start. You'll still be able to make other long-distance calls by calling collect, using a prepaid calling card or using one of the 1 800 calling services.

## HOW MANY MINUTES DO I GET FOR \$20 EACH MONTH?

That varies depending on where you're calling, and which company you choose as your long-distance carrier. Please check with your carrier for specific Managed Long-Distance rates or details on specific calls. Calls are limited to the United States, Canada and Mexico, and there are different rates for each country.

**1 800-770-2513** for customer assistance  
**qwest.com**

## WHAT WILL MY BILLS LOOK LIKE?

You're only charged for the calls you make, up to a \$20 limit per calendar month. If your Managed Long-Distance service starts in the middle of the month, you'll still be able to make up to \$20 worth of long-distance calls for the remainder of the month. And then on the first day of the next month, your limit will reset to \$20.

Depending on your billing cycle, you may see charges for your first partial month and your second full month of service on one bill (charges of up to \$40, not including taxes, fees and surcharges). Because billing cycles overlap calendar months, some bills may be slightly more or less than \$20, depending on when the billing date falls each month. Unused monthly limits don't carry over to the next month.

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## HOW DO I PREVENT UNAUTHORIZED CALLS?

That varies depending on where you're calling, and which company you choose as your long-distance carrier. Please check with your carrier for specific Managed Long-Distance rates or details on specific calls. Calls are limited to the United States, Canada and Mexico, and there are different rates for each country.

## THE FIRST TIME YOU MAKE A LONG-DISTANCE CALL

1. Dial the long-distance number as you normally would

For calls within the United States and Canada: **1 + Phone Number**

For calls to Mexico: **011-52 + Phone Number**

2. Before the call is connected, you'll hear a welcome message about your service and the Long-Distance Privilege Code

3. You'll have three choices:

**Press 1** To skip the message and listen to it another time. If the welcome message is skipped, it will continue to play each time a long-distance call is made until you indicate whether or not you'd like to use the Long-Distance Privilege Code option.

**Press 2** To set up a Long-Distance Privilege Code. Follow the prompts to enter a four-digit Privilege Code number that's easy for you to remember, but difficult for others to guess. Do not use the last four digits of your telephone number.

**Press 3** To decline the Long-Distance Privilege Code option. You can

always change this later using the Qwest Update Center. Instructions on accessing the Qwest Update Center are listed below.

## HOW CAN I MANAGE MY SERVICE?

You can use the Qwest Update Center to make changes to your service, check your balance, activate the Long-Distance Privilege Code option and more. Simply follow the steps below.

- Call \* 78 from your home phone or call 1 888-(your area code)-8052 to access the Qwest Update Center (Note: For Minnesota area codes 763 or 952, please use area code 612 instead)
- If it's the first time you've used the Qwest Update Center, you'll be asked to set up a security code. This is a code separate from your Long-Distance Privilege Code. If you are asked for a temporary security code, use 1234
- Listen to the menu and choose the "Managed Long-Distance" option
- Choose one of these options and follow the prompts:

**Press 1** To turn your Long-Distance Privilege Code OFF or ON

**Press 2** To change or activate your Long-Distance Privilege Code

**Press 3** To check your balance

## **WHAT IF I NEED ADDITIONAL HELP?**

For additional help, contact a Qwest Representative at 1 800-770-2513.

Managed Long-Distance is available in most areas to customers whose accounts are in good standing. Calls are timed, carried and billed at rates determined by the long-distance carrier selected. Technical limitations may permit calls that are normally limited or calls in excess of spending limit. Customer is responsible for all long-distance charges, even in excess of spending limits.