



Qwest® Home Phone Packages

Instruction Guide

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welcome

Qwest® Home Phone Packages

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The package you chose is listed on the cover letter included in this packet.

Thank you for ordering a Qwest Home Phone package! You're getting a smart value by combining your home phone line and a full range of favorite calling features. And, if you chose the UNLIMITED or PLUS option, not only do you lock in a super long-distance rate, but you save even more over the price of a long-distance plan ordered separately.

The benefits don't stop there! Switch between plans at any time without any additional activation fee.* And remember, as a Qwest package customer, you're eligible for discounts on other Qwest services, too. Just give us a call to hear about our current offers.

For easy reference, keep this guide handy near your phone, and listen for the friendly prompts as you use your features. Not at home? You can always find instructions online at qwest.com/residential/userguides.

Your package includes:	Qwest Home Phone Unlimited	Qwest Home Phone Plus	Qwest Home Phone
Home Phone Line	●	●	●
Calling Features listed in this guide	●	●	●
Home Phone Unlimited Long Distance Plan	●		
Home Phone 5 Cent Long Distance Plan		●	

Any questions?
1 866.450.6152
qwest.com/welcome

* PIC & LPIC change charges could apply when switching to the Qwest Home Phone package with no long distance.

Call Waiting Features

Don't miss important calls while you're on the phone. Switch to a second incoming call without losing the first one.

- Call Waiting
- Call Waiting ID
- Selective Call Waiting ID

Using the FLASH command

When the instructions say **FLASH**, you can use either the Flash key on your phone, or you can quickly press and release the Talk button or the switchhook instead — that's the receiver or "hang up" button. Make sure you hear three short tones, followed by a continuous dial tone before proceeding to the next step.



FLASH key =
Switchhook Button



How Call Waiting works:

- When you're on a call, and someone else is trying to reach you, (depending on your service) you'll hear a special Call Waiting tone and see the second caller's name on your Caller ID display (if available).
- If you want to answer the second call, **FLASH** to answer. Press **FLASH** again to switch back.

If there are times you don't want to be interrupted by the Call Waiting signal, you can turn it off for certain calls.

To temporarily turn off Call Waiting so that a call you're about to make doesn't get interrupted:

- Press ***70** and listen for three brief tones, then a normal dial tone.
- Dial the number you wish to call. Anyone who tries to reach you during this call, even privileged Selective Call Waiting callers, will hear a busy announcement or be sent to Voice Mail (if selected). Call Waiting is restored automatically when you hang up.

To temporarily turn off Call Waiting during a call:

- Simply press **FLASH** to put your current call on hold, listen for a normal dial tone, then press ***70**.
- Press **FLASH** again and resume your call without further interruption.

To temporarily turn off Call Waiting to keep your dial-up modem connection from being disrupted:

- Store ***70** as part of your dial-up number, so that Call Waiting turns off automatically when you go online. Call Waiting will be restored automatically when you log off.

How to use optional Selective Call Waiting ID

If you only want to be notified when the second caller is a certain person, then call us to change your regular Call Waiting/ID feature to Selective Call Waiting ID instead. You will be able to set up a list of privileged callers who are the only people whose calls will trigger Call Waiting. You won't hear the Call Waiting tones for any other caller.

- Call the Update Center (see reverse) to set up your list of privileged callers.
- Choose Selective Call Waiting ID from the Main Menu and follow the prompts. You can enter up to 25 privileged telephone numbers (or area codes or area codes + prefixes).

Voice Mail

Get all your messages, even when you're online or on the phone. Check them anywhere, anytime, from any touch-tone phone.

For more complete instructions, please refer to the Voice Mail Guide included in this package.

Three easy ways to check your messages and access your mailbox:

- From your home phone, press ***98**.
- From home or away, call your home phone number, then press **7** when the greeting starts.
- From home or away, call your Retrieval Number.

Voice Mail Help
1 800.669.7676

Voice Mail and *98 service may not be available in all areas.

Before you can use Voice Mail, you have to set up your mailbox first:

- From your home phone, press ***98** or call the Retrieval Number shown on your welcome letter.
- Create your own Security Code/Password, 4 to 15 digits long that doesn't begin or end with a zero.
- Record a name to identify your Mailbox, such as "Wyatt family".
- Choose a Greeting: **1** Standard Greeting with phone number
2 Standard Greeting with your Mailbox name
3 Record your own Personal Greeting, up to 3 minutes long

Now you can listen to your messages:

- Call your mailbox as shown at left. Messages will start to play automatically.
- **While you're listening...** move through your messages with the keypad commands shown in **blue** on this keypad diagram. **hint:** you can press **11** to rewind to the beginning of a message or **33** to fast-forward to the end.
- **After you listen to each message...** use the **orange** commands. You must choose **7** to Erase, **9** to Save or **#** to Skip before the next message will play.
- At any time, you can press Star ***** to Back Up to a previous menu, Zero **0** to hear recorded help, and Pound **#** to Skip over messages for others.



Call Forwarding Options

Don't miss calls when you go out — get them to follow you to your wireless phone or any other local or long-distance* number.

All of these features are included in your Qwest Home Phone package (if available in your area).

How do I know which forwarding option to use?

Call Forwarding is the standard choice to send ALL calls that ring to your home phone number to another number instead.

Selective Call Forwarding lets you choose specific calls you want to forward. Use it only for those critical calls you don't want to miss.

Call Following lets you call in from anywhere to arrange to have your calls follow you.

* Long-distance charges will apply for calls forwarded from your home to a long-distance number.

How to use Call Forwarding

- Call ***72** from your home phone. You have to be at home to set up Call Forwarding.
- When you hear the normal dial tone, dial the number you want your calls forwarded to*. When the phone is answered, then you can hang up.
- If the phone is busy, or no one answers, repeat the first two steps. You'll hear two quick tones to let you know that Call Forwarding has been activated.
- A short ring on your phone each time a call is forwarded reminds you Call Forwarding is on. You will not be able to answer calls at your home while Call Forwarding is on.
- To turn off Call Forwarding, press ***73**.

How to set up Selective Call Forwarding—Enhanced

- Call the Update Center (see reverse) and choose "Selective Call Forwarding" from the Main Menu.
- Press **1** to turn Selective Call Forwarding on, then follow the prompts to set up the phone numbers of people whose calls you want to have forwarded. You can enter up to 25 local, long-distance or mobile numbers*.
- Calls that you have not chosen to forward will ring through as usual.
- To turn off or edit Selective Call Forwarding, call the Update Center again and follow the prompts.
- Selective Call Forwarding overrides Call Forwarding if you have both features turned on. This lets you set up one forwarding number for certain callers, while letting all other callers forward to a different number. For instance, you could choose to have family calls forwarded to your cell phone immediately.

These instructions are for Selective Call Forwarding—Enhanced. Look at your order confirmation letter to see which type of Selective Call Forwarding is available in your area. Instructions for the non-enhanced version are enclosed on a separate sheet.

How to set up Call Following

- Call the Update Center (see reverse) from any touch-tone phone, wherever you are, and select "Call Following" from the Menu. Follow the prompts to set up the phone number* you want calls forwarded to. Please refer to the enclosed instruction sheet for more detailed instructions and restrictions. To turn off Call Following, call the Update Center again and follow the prompts.

Keep your account secure! Please visit the Update Center (see reverse) to set up a security code for Selective Call Forwarding and Call Following immediately, even if you're not going to use them right now. This helps prevent unauthorized parties from using your forwarding features to illegally bill long-distance calls to your account.

Caller ID Features

Know who's calling before you pick up the phone. Return important calls when you have time, or simply ignore calls you don't want.

Choose one Caller ID option:

- **Caller ID**
- **Caller ID with Qwest® Security Screen®**

Anonymous Call Rejection is automatically included with all Caller ID features.

Qwest Security Screen

Intercepts most blocked and unidentified calls before they even reach you. Callers have the option to enter a number or unblock their line if they want the call to go through. When you see the number they enter on your Caller ID display, then you can decide whether to answer or not.

Security Screen may not be available in all areas. Some caller information cannot be displayed. Unidentified callers are asked to enter a telephone number, and that number will be displayed by Security Screen.

How Caller ID works:

- When someone calls, your Caller ID display shows the caller's listed name and number after the first complete ring.
- The name, number, date and time of most calls are automatically stored, even if you don't answer.
- UNKNOWN, UNAVAILABLE or OUT OF AREA indicate the call is from an area where Caller ID is not available.
- PRIVATE or ANONYMOUS means that caller has chosen to block his/her line. You can reject these calls with Security Screen (below) or Anonymous Call Rejection.

Turn on Anonymous Call Rejection to automatically reject calls from people who block their numbers:

- Press ***77**, then hang up. Your phone won't even ring if someone calls from a blocked line.
- Blocked callers hear a recording that tells them that you do not accept anonymous calls, and that they can get through on a per-call basis by dialing ***82** before placing the call.
- To turn off Anonymous Call Rejection, press ***87**.

How Caller ID with Qwest Security Screen works:

- After an unidentified caller enters their phone number, first you'll hear two short rings to let you know that a Security Screen call is coming in.
- Your Caller ID display will show the number the caller entered, up to 10 digits or zeroes. You'll also see the person's name if it can be identified, or SECURITY SCREEN if not. Answer, or not, as you like.

You may choose to turn Qwest Security Screen on or off as needed. To turn the service on or off:

- Call the Update Center (see back panel) and select "Security Screen" from the Menu.
- You'll hear whether Security Screen is currently on or off. Simply press **1** to change the status — that is, to turn the service off if it's currently on, or to turn it on if it's currently off. Recorded instructions will guide you.

Using Qwest Security Screen with other Qwest features

To allow anonymous callers to identify themselves with Security Screen, the Anonymous Call Rejection feature needs to be turned off. It will automatically be in the "off" mode when you choose Security Screen. Security Screen's special rings are not compatible with Custom Ringing and Long Distance Alert. If you have the Custom Ringing feature, Security Screen will still function, but with a traditional ring.

No Solicitation

The simple way to screen out telemarketers before your phone even rings.

About No Solicitation — an exclusive Qwest feature!

As soon as your Qwest Home Phone package is activated, No Solicitation will be turned on and will be screening calls between 8:00 a.m. and 9:00 p.m. Callers will hear this message:

"You have reached a number that does not accept solicitations. If you are a solicitor, please add this number to your do-not-call list and hang up now. Otherwise, please press one, or stay on the line."

During the other hours of the day, all calls will simply ring through to your phone as usual.

To start using No Solicitation:

- Call the Update Center (see back panel) and choose "No Solicitation" from the Main Menu.
- Follow the prompts to turn on No Solicitation. Incoming calls will then be screened from 8:00 a.m. until 9:00 p.m. every day.
- To turn off No Solicitation, simply call the Update Center again and follow the prompts. No incoming calls will be screened while No Solicitation is turned off.

Convenient Interrupt Feature

- When No Solicitation is active, your friends and relatives can conveniently skip the No Solicitation message by pressing **1** as soon as they hear the message begin. You may also set up automatic exceptions by establishing a Privileged Caller List.

The Privileged Caller List

Set up a Privileged Caller List to let up to 25 of your most frequent callers connect as usual.* Three different types of entries are available:

- Area Codes (e.g. 303): Calls from that area code will skip the No Solicitation message.
- Area codes followed by 3-digit prefixes (e.g. 303-XXX): Calls from that area code/prefix combination will skip the No Solicitation message.
- Specific 10-digit telephone numbers (e.g. 303-XXX-XXXX): Calls from that number will skip the No Solicitation message.

Frequent callers will automatically be added to your list. In order to be automatically added, a caller with a valid 10-digit number must call and press **1** at the No Solicitation message 5 times within 7 days.

To set up your Privileged Caller List

- Call the Update Center (see back panel) and choose "No Solicitation" from the Main Menu. Follow the recorded instructions to set up or change entries on your list at any time.

* Due to technical limitations, callers from businesses may not be able to bypass the No Solicitation message, even after you add them to your list.

More Calling Features

These favorites are all included in your Qwest Home Phone package.

- **Three-Way Calling**
- **Call Rejection**
- **Last Call Return**

What are these features for?

Three-Way Calling lets you talk to two other people at the same time. Coordinate family plans or just get caught up with friends.

Call Rejection can automatically block your list of up to 25 annoying callers from reaching you.

Last Call Return tells you the number of the person that just called, and lets you call back with the touch of a button.

How to make a Three-Way Call

- Get the first person on the line, then press **FLASH** to put that call on hold.
- At the normal dial tone, call the second person.
- After that person answers, press **FLASH** again to connect all three of you.
- If there's no answer, press **FLASH** twice to cancel and keep talking to the first person.
- To hang up the second call, press **FLASH** again. The original call ends when the first person hangs up.

How to set up Call Rejection—Enhanced

- Call the Update Center (see reverse) and choose “Call Rejection” from the Main Menu.
- Press **1** to turn Call Rejection on, then follow the prompts to set up the list of phone numbers you want to reject. You can enter up to 25 local, long-distance or mobile numbers*. You can also add the last number that called you to your Call Rejection list, even if it's listed as “Private” on Caller ID.
- Calls from other numbers not on the list will ring through as usual.
- To turn off or edit Call Rejection, call the Update Center again and follow the recorded instructions.

If you have the non-enhanced version of Call Rejection, your Instructions are enclosed on a separate sheet.

How to use Last Call Return

- To find out the number of the person who just called you, press ***69**.
- If you want to call that person back, simply press **1**.

Blocked numbers are not available. Not all calls will be identified, and some calls may be identified but may not be able to be returned. If the returned call is long distance, long-distance charges will apply.

Qwest® Home Phone Unlimited

The UNLIMITED package offers the convenience of making as many long-distance calls as you want each month.

Qwest® Home Phone Plus

The PLUS package includes a long-distance plan with a super low per-minute rate!

Both long-distance plans offer:

- Freedom to call any time of the day or any day of the week — no calling time restrictions.
- Simplicity of one monthly bill and one customer service number for all your local and long-distance phone services.

Qwest Home Phone Unlimited Long Distance Plan

Call whomever you want, wherever they are! With this package, you can place an unlimited number of state-to-state, in-state and local toll voice calls from your home each month, including unlimited calling from your home to Canada too.

- Monthly Interstate Services Fee of \$1.99.
- The value of the long-distance portion of your Qwest Home Phone Unlimited package price is \$10.00 (\$25.00 regular price if ordered separately).

Qwest Home Phone 5 Cent Long Distance Plan

Now it's convenient and affordable to make long-distance calls from your home phone! Direct-dialed state-to-state, in-state and local toll calls placed from your home phone line are billed at a great low rate of only 5¢ per minute.

Qwest® Home Phone Unlimited Long Distance Plan: Available only to customers subscribing to a qualifying Qwest local service package, Qwest Home Phone Package. Available only for residential use. \$1.99 Interstate Services Fee, monthly charge, per account also applies. Plan may not be used for dial-up internet access; other restrictions apply. Contact your Qwest representative for further information at 1 866-450-6152. Usage may be monitored for compliance with plan restrictions. Listed rates cover calls from the subscriber's home to points within the US and to US Territories and Canada, and do not include taxes, incremental charges and surcharges. Any PIC Change Charge assessed by your local service provider for changing long-distance carriers is not included. Subject to applicable tariffs and regulations. Rates subject to change.

Qwest® Home Phone Plus 5 Cent Long Distance Plan: Available only to customers subscribing to a qualifying Qwest local service package, Qwest Home Phone Package. Available only for residential use. \$0.05 per minute for all domestic calls. International rates are excluded. Any PIC Change Charge assessed by your local service provider for changing long-distance carriers is not included. Calls made using calling card service may be billed at a higher rate. Rates cover calls only within the US and to US Territories and do not include taxes, incremental charges and surcharges. Subject to applicable tariffs and regulations. Rates subject to change.

Quick Reference

Your Qwest 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 (*).

Call the Update Center

Some features must be activated through the Update Center before you can use them. The first time you call the Update Center to set up your security code, you must place the call from your home phone.

Any questions?
1 866.450.6152
qwest.com/welcome

	Activate	Deactivate
Anonymous Call Rejection	(* 7 7)	(* 8 7)
Call Forwarding	(* 7 2)	(* 7 3)
Cancel Call Waiting	--	(* 7 0)
Last Call Return	(* 6 9)	(* 8 9)
Voice Mail Easy Access	(* 9 8)	--
Update Center Access	(* 7 8)	(* 7 8)

Call the Update Center to activate and manage Qwest® Security Screen®, Selective Call Waiting ID, Selective Call Forwarding–Enhanced, Call Following®, Call Rejection–Enhanced and No Solicitation.

- Call (* 7 8) from your home phone.
- You'll be asked for a four-digit security code. The first time you call, enter the temporary code ①②③④, then follow the prompts to set up your own security code.
For your protection, the temporary code expires in 30 days. If you do not set up your permanent code within that time, call us to have the temporary security code reset.
- Once you set up a code in the Update Center, you can use the same security code for all your features.
- After your security code is set, reach the Update Center either by calling (* 7 8) from your home phone or 1 888-(Your Area Code)-8052* from any other phone.

* In Minnesota area codes 763 and 952, call 1 888-612-8052 to reach the Update Center. In Iowa area code 641, call 1 888-515-8052. In Arizona area code 928, call 1 888-520-8052. In Oregon area code 971, call 1 888-503-8052. In Oregon area code 458, call 1 888-541-8052.