

# CALL FOLLOWING®

Now you don't have to be at home to forward your calls. Just call the Qwest® Update Center from any touch-tone phone to turn forwarding on, off, or to change your forwarding number.

## IT IS VERY IMPORTANT THAT YOU SET UP CALL FOLLOWING IMMEDIATELY to prevent others from improperly billing long-distance calls to your account.

- To set up your permanent Security Code call the Qwest Update Center by dialing **\*78** from your home phone.
- If prompted, enter your area code and telephone number.
- Enter your temporary security code **1234**.

NOTE: For your protection, this temporary code expires in 30 days. If you have not set up your permanent code within that time, call us to have the temporary security code reset.

- Enter a permanent four-digit security code.  
For your protection, we recommend that you do not use the last four digits of your telephone number. See How to Avoid Unauthorized Use for more information.
- Now you may select Call Following from the menu and continue your set-up. Or, you can call the Update Center again to set up your forwarding number at a later time.

## TO FORWARD YOUR CALLS

- If you are not already connected to the Update Center, call 1 888-(your area code)-8052\*
- Enter your permanent security code.
- Select Remote Access Forwarding and listen to the Main Menu.
- Press **1** to forward calls.
- Enter the 10-digit number to which you want calls forwarded. You must include the area code even if it's a local call. There is no charge for local forwarding, however charges will apply for calls forwarded to a long-distance number.
- Listen to the recorded voice confirm your entry. If the number is correct, hang up. If not, return to the Main Menu.

\* 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.

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



## WHEN CALL FOLLOWING IS ON

You have several options for changing your service.

From the Main Menu:

- Press **1** to cancel your calls from being forwarded.
- Press **2** to enter a new forwarding number.
- Press **3** to change your security code.
- Press **\*** to disconnect.

## SPECIAL TIPS

- Press **\*** to cancel or exit what you're doing.
- Press **0** to repeat a menu.
- Press **#** to complete an entry.
- To change your security code, select Personal Options from the first menu in the Update Center.

## WARNING — HOW TO AVOID UNAUTHORIZED USE

If you did not order Call Following, please notify Qwest immediately. Our records show it has been ordered for your line. Unfortunately, unscrupulous people sometimes try to use Call Following to improperly bill long-distance charges to other people's accounts.

For your protection, the temporary security code **1234** will only be in effect for 30 days. Change the temporary code to your own four-digit code as soon as possible. Failure to set up your permanent security code could result in deactivation of your Call Following service.

To avoid improper use of your service, do not give your security code to anyone who does not have permission to forward calls on your behalf. Forwarding calls to long distance numbers will result in long distance charges being billed to your account.

For your protection we've installed fraud prevention features to prevent unauthorized access of your security code. Repeated failed attempts to enter your correct security code will cause the service to deactivate, so please enter your phone number and security code carefully.

Some customers have given out their security code to callers posing as Qwest employees. Qwest employees will never call and ask for your security code or ask you to forward your service to certain destinations. Refuse to comply with the request and call Qwest to report the incident.

**IMPORTANT:** For your protection, the initial set-up of your Security Code can only be done from your home telephone by dialing **\*78** to access the Qwest Update Center. Afterward, any changes to your service can be made by dialing **\*78** or by dialing the Qwest Update Center's Toll Free number 1 888-(your area code)-8052\* from any touch tone phone.