

Call Waiting ID

When you're already on the phone, Call Waiting ID lets you know the name and number of a second "call waiting" caller before you answer. With Call Waiting ID, when you hear the Call Waiting tone, the display on your phone shows the name and number of the person calling so you can take a second call if you know it's important – or choose to wait and return the call later.

To temporarily turn OFF Call Waiting, press



Then dial the number you want to call. Other callers will hear a busy signal or be routed into your CenturyLink Voice Mail.* Call Waiting ID is automatically reactivated when you hang up.

How to use Call Waiting ID

- When you hear the Call Waiting tone, the display shows the name and number of the person calling.
- Allow one full ring for the caller's information to show up on the display.
- If you don't want to answer the second call, the display unit remembers the caller's information, so you can call back later.
- If the second call is one you want to answer, quickly press and release FLASH or the switchhook ("hang up") button to put the first call on hold. This also answers the second call.
- Pressing FLASH or the switchhook again lets you alternate between callers.
- To end one of the calls, simply hang up. The phone will ring. Pick it up and continue talking to the remaining caller.

Please refer to the back for more detailed instructions.

1 866-450-6152 for customer assistance
centurylink.com/welcome



To temporarily turn OFF Call Waiting ID

- To disconnect the service temporarily, just press ***70** (for rotary phones, dial **1170**) and listen for three short tones followed by the regular dial tone.
- Dial the phone number you wish to call. Anyone else who calls you will hear a busy signal, or go to your CenturyLink Voice Mail.*
- When you hang up from that call, Call Waiting ID is turned back on automatically.

Dial-up Internet users

Avoid interruptions during an Internet connection by temporarily turning off Call Waiting ID before you log on. Store ***70** as part of your dial-up number so Call Waiting ID is automatically turned off whenever you go online.

What if my phone rings, but the name and number of the second caller doesn't display?

Always make sure you allow one full ring for the caller's information to show up on your display.

If the words PRIVATE or ANONYMOUS show up on the display, your caller has decided to block his/her name and number. If the display reads UNAVAILABLE, OUT OF AREA or UNKNOWN, it means the call is coming from an area that isn't equipped for Caller ID. If other messages appear, check the owner's manual of your display unit or your telephone.

Be aware: A variety of websites and vendors offer services that will let a person make it look like they are calling from any number they want. In this situation, the name or number that displays on the Caller ID or similar equipment may not be the information of the calling party. This is often called "number spoofing". Sometimes it is done for a legitimate purpose, sometimes it is not.

Call Waiting ID is not available in some areas. Compatible display unit required. Not all calls will display a number and/or name.

* Voice Mail requires use of a touch-tone phone. Purchase of additional service required.