

# No Solicitation®

No Solicitation, an exclusive CenturyLink feature, is the easiest way to let telemarketers know you're "not interested" — before your phone even rings. Once you turn on No Solicitation, your incoming calls will be screened from 8:00 a.m. to 9:00 p.m. every day. An automatic message asks solicitors to hang up, and tells regular callers to press **1** to complete the call. You can also set up a privileged list of your favorite callers so they'll automatically bypass the solicitor screening.

## To start using No Solicitation

When you first order No Solicitation, it is turned off. To turn No Solicitation on and begin screening calls, follow these steps:

- From your home, call the CenturyLink Update Center by dialing **\*718** from the phone line No Solicitation is installed on.
- Choose **No Solicitation** from the Main Menu and follow the recorded instructions to turn on your service.
- Incoming calls will now be screened from 8:00 a.m. until 9:00 p.m. every day. Before your phone rings, 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 [1], or stay on the line."*

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

### Hint:

If this is the first time you've ever called the CenturyLink Update Center, you'll be asked for a security code. Enter the temporary security code 1234. Recorded instructions will then guide you to set up your own security code.

However, if you've already set up another CenturyLink service through the Update Center, such as Call Following®, you can use the same security code for No Solicitation too. Enter your existing code instead of 1-2-3-4. You do not need to set up a new code.

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**1 866-450-6152** for customer assistance  
[centurylink.com/welcome](http://centurylink.com/welcome)



## Use the Update Center to manage No Solicitation

Now that you've turned on No Solicitation, you'll be able to call the Update Center from either your home phone or any other touch-tone phone whenever you want to make changes to your service.

- From your home, call the CenturyLink Update Center by dialing \*78 from the phone line No Solicitation is installed on.
- Or, call the Update Center at 1 888-(your area code)-8052\* from any touch-tone phone.

## Turning No Solicitation OFF and ON

Sometimes, you may not want your callers to hear the No Solicitation screening message. To temporarily turn off No Solicitation, just call the Update Center, choose **No Solicitation** from the Main Menu and follow the recorded instructions. Keep in mind that while No Solicitation is turned off, it will not screen any incoming calls until you turn it back on.

To turn No Solicitation back on, simply call the Update Center again, choose **No Solicitation** from the Main Menu and follow the recorded instructions.

## Interrupt Feature

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

## The Privileged Caller List

Setting up a Privileged Caller List is the best way to let your favorite callers connect as usual.\*\* Three different types of entries are allowed:

- 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. 303-000): Calls from that area code/prefix combination will skip the No Solicitation message.
- Specific 10-digit telephone numbers (e.g. 303-000-0000): Calls from that number will skip the No Solicitation message.

You may have up to 25 entries on your list.

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 five times within seven days.

### To Set Up Your Privileged Caller List:

Call the Update Center, select **No Solicitation** and follow the recorded instructions to set up or change entries on your list at any time.

If at any time you experience difficulty or have any questions, please call 1 866-450-6152.

\* 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.

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