

Call Forwarding

UT-043007 Smith Direct
 Eschelon Telecom, Inc. July 23, 2004
 Exhibit No. _____ (RLS-29T)



LOCAL PHONE SERVICE INTERNET/DIGI WIRELESS

CUSTOMER SERVICE SEARCH

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800-603-6000
8AM-5PM (MT), M-F

More Information on...
 Call Forwarding
 How It Works

Voice : Calling Features

Call Forwarding

Qwest Choice™ Business Line includes up to five of our most popular and useful calling features at no additional charge. You'll find new services to help increase the productivity and efficiency of everyone in your organization.

Call Forwarding is just one of the many calling features available to Qwest Choice Business customers. Or you can purchase this feature as an add-on to your basic phone line.

Benefits

- Forward your calls where it's convenient for you — your wireless phone, an answering system, an international number, your pager or any local or long-distance number.
- Your customers will experience a seamless transition—without dialing multiple numbers to reach you.
- Relax and enjoy a more flexible schedule knowing you won't miss an important call.

Features

- Use your touch-tone phone to program business calls to follow you, wherever you go.
- No additional charges will be incurred by callers — any toll or usage charges for the connection from your forwarding line to the line where you receive the call will be charged to your business line.

Other Information

Options

- Call Forwarding Busy/Don't Answer
- Forward incoming calls to your voice mailbox, if your telephone line is busy or goes unanswered.
- Remote Access Forwarding
- Activate, deactivate or change your "forward to"

Other Rec
 Products :

- ▶ Cal Forv Busy/Do
- ▶ Cal Forv Remote

Call Forwarding

number from any touch-tone phone in the United States, Puerto Rico and Canada. (Long-distance charges may apply.)

*Measured service and long distance charges may apply for completed calls.



Hunting



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To order call
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Voice Solutions : Lines and Services

Hunting

Qwest Choice™ Business Line includes up to five of our most popular and useful calling features at no additional charge. You'll find new services to help increase the productivity and efficiency of everyone in your organization.

Hunting is just one of the many calling features available to Qwest Choice Business customers. Or you can purchase this feature as an add-on to your basic phone line.

Benefits

- Reduce busy signals and customer wait time.
- Advanced hunting services will channel your incoming calls and make the most of your current phone system.

Features

We can help you determine which routing method works best for your business. Qwest will set up your service when you order.

- **Series:** Routes calls to available numbers within a switching office — more than one telephone number can be routed to the same telephone number.
- **Multi-line:** Routes calls to specified lines that don't require telephone numbers. Hunting is done sequentially by terminal within the group — a line is associated with each terminal in the group.
- **Circular:** Hunts in ascending order from dialed number to the last number in the group, then proceeds to the first number of the hunt group and continues through the group until either reaching an idle line or the number just preceding the original number dialed.
- **Preferential:** Gives calls to a specific number within a group priority over other calls currently hunting the same group — perfect for VIP clients.

Hunting



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HOME RESIDENTIAL SMALL BUSINESS LARGE BUSINESS PARTNERS

KEEPING YOU IN THE LOOP

IN THE LOOP

- HOME
- QWEST'S SPIRIT OF SERVICE
- PRODUCT TIPS FROM QWEST
- BEST OF THE WEB
- IN YOUR COMMUNITY
- TIPS FROM STEVE STRAUSS
- KEEP US IN THE LOOP
- ARCHIVED NEWS LETTERS

**PRODUCT TIPS FROM QWEST
MISSING CALLS?**

Missing even one call can be costly for your business. With Business Voice Messaging you can provide better customer service and make sure you never miss a message. Business Voice Messaging records personal greetings and answers multiple calls simultaneously. Call routing features lets callers choose the person or department they need, so customers can be sure they're leaving a message for the right person.

Can't get Qwest DSL yet? We have other options to meet your needs.

Qwest DSL is continually expanding. But if it hasn't reached your area yet, we have a variety of tools that can benefit your business:

- **Qwest ISDN** is a flexible, highly reliable option, up to 128 kbps for connecting to Internet, for sending information securely to other computers or networks.
- **Qwest Dedicated Internet Access and Private Routed Network** can give your business a secure always-on connection to the Internet with all the capacity you desire, depending on your data and Internet access requirements.
- **Qwest ISP Services, Qwest.net™** StarterPak™ and OfficeWorks™ available with ISDN, DSL and dial-up, to give your business unlimited Internet access, e-mail, a business Web site and storage.

Call us today to find out more about the options that fit your business Internet needs best. And of course, you can always stay up to date on our current and future deployment by visiting:

www.qwest.com/disclosures/netdisclosures459/

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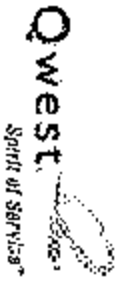
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SMALL BUSINESS

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[FAQ](#)

Moving Business Service

Q. How much notice should I give Qwest before moving my business?

A. For a smooth transition of telephone service, we recommend at least two weeks notice for voice lines, and 30 days notice for data service relocation.

Q. How do I know if my phone number will change when I move?

A. When you place the order for your move, a Qwest representative will check to see if your new location is serviced by the same Qwest facility. If the new address is serviced out of a different Qwest location, your number will change. You will have an opportunity during the ordering process to review available telephone numbers for your new location.

Q. How can I keep my business phone number(s) unchanged at the new location if serviced by a different Qwest facility?

A. Qwest's Market Expansion Line Service can forward all calls to the old number into your new location. A Qwest customer representative will be happy to provide you with program details.

Q. How will my customers know that I have moved if I cannot take my number with me?

A. Qwest Referral Messaging is a commonly-preferred solution. When customers reach the old telephone number, a recording will indicate your phone number change and provide the new number.

http://www.qwest.com/smallbusiness/customerService/faq/mbs_faq.html

Q. When should I print business cards and stationery with the new telephone number?

A. A new number is only tentative until service is actually installed at the new location. We recommend waiting to print your new number until transferred service is in and working.

To guarantee a number in advance, Qwest offers Remote Call Forwarding. This program establishes the new number as a working telephone number as soon as it is ordered, before installation. Ask a customer service representative about this quick and easy Qwest service.

Q. How will I be billed after the move?

A. Qwest will send two bills for the first month. A bill for the old number will show pro-rated credit for any unused portion of monthly service. A second bill indicates fees for any partial month of service at the new location, and the following month's fee (because Qwest bills one month in advance). A one-time installation charge will appear on the second bill.

GET FROM

GO

1800 QWEST CUSTOMER SERVICE

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Qwest Communications Introduces Most Popular Phone Features At A Savings In New Consumer Package (Washington)

Voice Messaging and Security Screen Included for First Time in Consumer Package

DENVER, May 7, 2002 — Qwest Communications International Inc. (NYSE: Q) announced today the introduction of a new package of services that provides customers with the most sought-after telephone line features. The PopularChoiceSM package is the first time Qwest has included two of its most popular features, Voice Messaging Service and Security ScreenSM, in the same bundle. PopularChoice was developed in response to Qwest customers asking for a package with a more customized list of services that they are more likely to use every day.

PopularChoice is available now to customers in Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming. Arizona residents will be able to order the service beginning May 15.

"PopularChoice will save customers in Washington \$13 a month, or 27 percent, as compared to buying the calling features individually because it packages up to 10 customized features," said Randy Meissner, senior vice president of consumer marketing for Qwest. "Qwest listens to its customers and has provided a package that has a combination of customers' favorite featured services."

Security Screen gives Caller ID users more control and virtually eliminates unidentified calls by intercepting those calls from blocked and unidentified numbers. Unidentified telemarketers are stopped and asked to hang up while family and friends still get through easily.

PopularChoice customers will pay \$34.95 per month, including the basic phone line, and may choose from the following 10 phone features:

- Voice Messaging Service
- Security Screen
- Call Waiting
- Caller ID
- Call Rejection
- Last Call Return
- Continuous Redial
- Three-Way Calling
- Call Forwarding
- Non-Listed Service

In addition, Qwest is announcing CustomChoice-CompleteSM, an expanded version of its current CustomChoice package that provides Voice Messaging Service, Security Screen and Linebacker, will be available by the end of May at a cost of \$39.95 monthly.

For more information, consumers may call 1-877-294-0005.

About Qwest

Qwest Communications International Inc. (NYSE: Q) is a leader in reliable, scalable and secure broadband data, voice and image communications for businesses and consumers. The Qwest

speed and efficiency, spans more than 190,000 miles globally. For more information, please visit the Qwest Web site at www.qwest.com.

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This release may contain projections and other forward-looking statements that involve assumptions, risks and uncertainties. Readers are cautioned not to place undue reliance on these statements, which speak only as of the date of this release. These statements may differ materially from actual future events or results. Readers are referred to the documents filed by Qwest Communications International Inc. (together with its affiliates, "Qwest", "we" or "us") with the Securities and Exchange Commission (the "SEC"), specifically the most recent reports which identify important risk factors that could cause actual results to differ from those contained in the forward-looking statements, including but not limited to: the duration and extent of the current economic downturn in our 14-state local service area, including its effect on our customers and suppliers; any adverse outcome of the SEC's current inquiries into Qwest's accounting policies, practices and procedures; adverse results of increased review and scrutiny by regulatory authorities, media and others (including any internal analyses) of financial reporting issues and practices or otherwise; rapid and significant changes in technology and markets; failure to achieve the projected synergies and financial results expected to result from the acquisition of U S WEST, and difficulties in combining the operations of the combined company; our future ability to provide interLATA services within our 14-state local service area; potential fluctuations in quarterly results; volatility of Qwest's stock price; intense competition in the markets in which we compete; changes in demand for our products and services; adverse economic conditions in the markets served by us or by companies in which we have substantial investments; dependence on new product development and acceleration of the deployment of advanced new services, such as broadband data, wireless and video services, which could require substantial expenditure of financial and other resources in excess of contemplated levels; higher than anticipated employee levels, capital expenditures and operating expenses; adverse changes in the regulatory or legislative environment affecting our business; adverse developments in commercial disputes or legal proceedings; and changes in the outcome of future events from the assumed outcome included by Qwest in its significant accounting policies. The information contained in this release is a statement of Qwest's present intention, belief or expectation and is based upon, among other things, the existing regulatory environment, industry conditions, market conditions and prices, the economy in general and Qwest's assumptions. Qwest may change its intention, belief or expectation, at any time and without notice, based upon any changes in such factors, in Qwest's assumptions or otherwise. The cautionary statements contained or referred to in this release should be considered in connection with any subsequent written or oral forward looking statements that Qwest or persons acting on its behalf may issue. This release may include analysts' estimates and other information prepared by third parties for which Qwest assumes no responsibility. Qwest undertakes no obligation to review or confirm analysts' expectations or estimates or to release publicly any revisions to any forward-looking statements to reflect events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

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