



CenturyLink Excessive Use Policy Frequently Asked Questions

What is the CenturyLink Excessive Use Policy (EUP) and how does it apply to me?

CenturyLink residential High-Speed Internet (HSI) customers are subject to the CenturyLink EUP that sets a 1.0 terabyte (TB) monthly limit on the amount of data a customer sends and receives over their HSI connection, subject to certain exemptions.

What customers are excluded from the CenturyLink EUP?

CenturyLink's EUP does not impact the following customers:

- Business HSI Customers
- Prism TV Customers
- 1 Gigabit customers
- Customers with subsidized HSI service for low-income households

What is included in my usage?

All of the data received by your modem/gateway (downloaded) and sent from your modem/gateway (uploaded) will be counted toward your data limit.

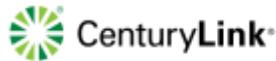
Why does CenturyLink have data usage limits and how much data usage is included in my CenturyLink HSI service?

Data usage limits encourage reasonable use of your CenturyLink HSI service so that all customers can receive the optimal Internet experience they have purchased with their service plan. CenturyLink includes 1.0 TB of data usage each month with all residential HSI plans.

What is considered “excessive” or “high-volume” use?

Although usage is caused by any application using an Internet connection, large file downloads, video on demand, and streaming music or video are often the largest contributors. CenturyLink usage limits can allow you to view up to hundreds of shows per month, but the amount can vary greatly depending on the video resolution and quality. As demonstrated by the table below, our EUP allows our customers to consume large volumes of data.

Category	Activity per day	Usage per Month
Video	Streaming six hours of high definition video per day	540.0 GB
	Streaming six hours of standard definition video per day	126.0 GB
	Downloading one movie every day	60.0 GB
Gaming	Five hours of video gaming per day	9.0 GB
Music	Streaming six hours of audio a day	5.0 GB
	Downloading fifty MP3 files every day	5.3 GB
Photos	Forty 5 MB pictures received every day	6.0 GB
Web Browsing	Four hours of web browsing per day	4.0 GB
E-mail	Receiving 100 e-mails per day	0.1 GB
	If half of them had documents attached	1.0 GB

**What will happen if I exceed my data limit?**

CenturyLink will weigh variables such as network health, congestion, and availability of customer usage data. If you fall into the “excessive” or “high volume” category and are subject to EUP enforcement, you will receive a web notification and/or a written communication from CenturyLink providing notice that you have exceeded your limits.

What are my options if I exceed my limits under the EUP?

If you have exceeded the data usage limit, and are subject to the EUP enforcement, CenturyLink will explain the limits of your current service, allow you time to reduce your usage, and provide guidance regarding available options for upgrading your service to a higher-speed residential plan or a business-class High-Speed Service.

If you continue to exceed your usage plan without taking advantage of one of the options provided, CenturyLink reserves the right to disconnect your service after the third month of excessive usage in a rolling 12-month period. CenturyLink will weigh variables such as network health, congestion, and availability of customer usage data as factors when enforcing this policy.

How is a terabyte defined?

CenturyLink uses the binary definition of terabyte to calculate usage. One terabyte equals 1024 gigabytes and one gigabyte equals 1024^3 bytes or 1,073,741,824 bytes.

If I do not use my monthly usage allotment, does it roll over to the next month?

No, CenturyLink provides you with 1.0 TB of usage each month and unused data does not roll over to the following month.

Where can I read the CenturyLink HSI subscriber agreement?

Refer to Section 7 of the CenturyLink™ HSI subscriber agreement found at http://www.centurylink.com/legal/en/highspeedinternetsubscriberagreement_LCTL.html for the description of the CenturyLink HSI excessive use policy.

How do I upgrade my service if I need a higher download limit?

You may contact a CenturyLink sales associate using the telephone number on your bill or visit www.centurylink.com.