

Your First Bill

Your first bill is often higher than the bills you can expect in months ahead because one-time installation charges usually apply. And, you are charged for some services, such as local telephone service and Internet Service one month in advance. If you begin service in the middle of a month, you will be billed for that partial month in which service was installed and for the month you are charged in advance.

How it Works

Example: Services ordered in the middle of the month

Services ordered-first month's bill with prorated charges for partial month and advance charges for next month:

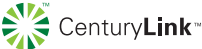
Local Service	\$10.00
High Speed Internet	\$30.00
Prorated Local Service	\$ 5.00
Prorated High Speed Internet	\$15.00
Total Charges	\$60.00

Services ordered-standard month to month bill:

Local Service	\$10.00
High Speed Internet	\$30.00
Total	\$40.00

How it Appears on your Bill (Residential)

For residential customers with a Bundle/Package your bill will look similar to the example below. Amounts will vary depending on your services and installation date.



P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 3 of x
Bill Date: Month Day, Year

Account Name: Joe Customer
Account Number: 000000000

Contact Numbers

X-XXX-XXX-XXXX	Services and Products
X-XXX-XXX-XXXX	High Speed Internet
X-XXX-XXX-XXXX	Dial-up Internet
X-XXX-XXX-XXXX	Financial Services / Payment Arrangements
X-XXX-XXX-XXXX	Repair Service 24 Hours/7/Days a Week
X-XXX-XXX-XXXX	Payment or Account Balance 24 Hours/7 Days a Week

Visit us online at www.centurylink.com

Carrier Changes and

LINE NUMBER	LOCAL TO
	CARRIER
507-555-0000	TELEPHONE CO

CenturyLink Package

Simple Choice

- Monthly Recuring
- Prorated Charges

For 507-555-0000 this bundle includes:

- 1 Pty Residence Line
- 3-Way Calling
- 66 Busy Redail
- 69 Call Return
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Voice Mail

For jcustomer this bundle includes:

- High-Speed Internet 1.5M/256K

Package Charges	
Preferred Customer Discount	
Package Charges After Discount	
Subtotal CenturyLink Pa	

Taxes, Fees and Surcharges

- (Your State) Utility Users Tax
- Federal Excise Tax
- (Your City) 911 Tax

Total Taxes, Fees and S

Total Century

CenturyLink Package Summary

Simple Choice

Monthly Recuring	64.95
Prorated Charges	10.85

For 507-555-0000 this bundle includes:

- 1 Pty Residence Line
- 3-Way Calling
- 66 Busy Redail
- 69 Call Return
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Voice Mail


For jcustomer this bundle includes:

- High-Speed Internet 1.5M/256K

Package Charges	75.80
Preferred Customer Discount	15.05 CR
Package Charges After Discount	60.75
Subtotal CenturyLink Packages	60.75

How it Appears on your Bill (Business)

For business customers with a Bundle/Package your bill will look similar to the example below. Amounts will vary depending on your services and installation date.



P.O. Box 4300
Carol Stream, IL 60197-4300

Account Name: Business Name
Account Number: 123456789

Page: 3 of xx
Bill Date: Mon, Day, Year

Current Charges Summary

Monthly Charges	Qty	Rate	Amount
Inside Wire Maint Plan	1 @	3.90	3.90
Multi Line 1 Party Business	1 @	44.23	44.23
Prorated Inside Wire Maint Plan From OCT 26 to NOV 09	1 @	1.95	1.95
Prorated Multi Line 1 Party Business From OCT 26 to NOV 09	1 @	29.49	29.49
Subscriber Line Multi Line Interstate	1 @	9.20	9.20
Prorated Subscriber Line Multi Line Interstate From OCT 26 to NOV 09	1 @	6.13	6.13
Business Assist Advantage			
Prorated Business Assist Advantage			
Total Monthly Charges			
One-time Charges			
Installation 2 of 2 Installation			
Installation 2 of 2 Installation Interest			
Total One-time Charges			
Taxes, Fees and Surcharges			
Federal Excise Tax			
(Your State) Excise Tax			
Universal Service Fund Surcharge			
Total Taxes, Fees and Surcharges			
Total Current Charges			

Current Charges Summary

Monthly Charges	Qty	Rate	Amount
Inside Wire Maint Plan	1 @	3.90	3.90
Multi Line 1 Party Business	1 @	44.23	44.23
Prorated Inside Wire Maint Plan From OCT 26 to NOV 09	1 @	1.95	1.95
Prorated Multi Line 1 Party Business From OCT 26 to NOV 09	1 @	29.49	29.49
Subscriber Line Multi Line Interstate	1 @	9.20	9.20
Prorated Subscriber Line Multi Line Interstate From OCT 26 to NOV 09	1 @	6.13	6.13
Business Assist Advantage	1 @	64.95	64.95
Prorated Business Assist Advantage	1 @	10.36	10.36
Total Monthly Charges			

170.21

Contact Numbers

xxx-xxx-xxxx Residential Inquiries
xxx-xxx-xxxx Business Inquiries
xxx-xxx-xxxx Toll Free
xxx-xxx-xxxx of xxx-xxx-xxxx Residential Repairs
xxx-xxx-xxxx of xxx-xxx-xxxx Business Repairs

Carrier Changes and Information

LINE NUMBER	LOCAL TOLL CARRIER	LONG DISTANCE CARRIER
507-555-0000	TELEPHONE COMPANY	TELEPHONE COMPANY
507-555-0000	TELEPHONE COMPANY	TELEPHONE COMPANY