

to change your long distance service and you are happy with your current service, just say that you are not interested and hang up. Don't verify your name, your spouse's name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings. If you are slammed, notify your local company to reconnect you to your preferred long distance company at no charge. If the rates charged are higher than your normal rates, you may be entitled to a refund.

**Telephone Assistance:**

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account. Eligibility requirements are different by State. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. Lifeline benefits are limited to one benefit per household, even if the household has more than one telephone account or is receiving services from more than one telephone company, for example, CenturyLink and a wireless phone company. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. If you have questions or believe you may qualify for these benefits, please call your CenturyLink Residential Customer Service Representative.

We value you as a customer and look forward to continuing to serve your communication needs. If you have any questions, please contact customer service at the number listed on your bill.



**IMPORTANT NEWS FROM CENTURYLINK ABOUT YOUR PHONE SERVICE**

**Federal Universal Service Fund Changes**

The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC), and you may see changes on your bills in January, April, July and/or October should changes occur. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international charges. The Federal USF rate and charge are clearly identified on your bill. The effective rate for Centrex and multi-line business customers varies by state and can be found on your bill or online at [www. CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).

**Federal Access Charge Changes**

The annual adjustments of a federally approved telephone subscriber line charge took effect July 1, 2012. These adjustments remain subject to final approval by the Federal Communications Commission (FCC). The Federal Access Charge covers part of the cost for providing access to and maintenance of your local network. The Federal Access Charge changed in some states for main residential and single-line business lines, ISDN-BRI and multi-line business lines, including ISDN-PRI and Centrex lines. **The effective rates can be found on your bill or online at [www. CenturyLink.com/FCCRates/](http://www.CenturyLink.com/FCCRates/).**

**Your Rights Regarding Pay-Per-Call Information-Delivery Services**

CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like “900” or “700” and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services. CenturyLink does not provide interstate pay-per-call services. But we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies’ bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

**To Report a Billing Error**

If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill
- The amount of the disputed charges

- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per-call provider to assure full resolution of your matter.

### **Response From the Billing Company**

In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended.

### **Compliance**

Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed

### **Additional Customer Rights**

- You have a right not to be billed for pay-per-call services that do not comply with federal laws and regulations.
- Your local telephone service cannot be disconnected if you do not pay for pay-per-call services.
- You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.

### **Telecommunications Relay Service Dial 7-1-1 or Special Toll Free Numbers**

Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed here, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

### **Types of TRS Calls**

**Computer (ASCII):** users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex. Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

**Internet Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

**Spanish Relay:** Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.

**Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

**Text Telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

**Video Relay Service (VRS):** Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

**Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. (Requires a special telephone with text display.)

**Voice/Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

**Voice Over Internet Protocol (VOIP):** VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>

### **Captioned Telephone Service (CapTel™)**

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 1 877-243-2823.

### **TTY Users and Emergency Assistance ("9-1-1")**

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

### **Monitoring and Recording of Calls with CenturyLink Business Offices and Other CenturyLink Representatives**

Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes. Additionally, when a CenturyLink customer service representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

### **High Cost Fund (Applicable to Colorado Customers Only)**

You may have noticed a charge on your telephone bill for the Colorado Universal Service Fund. This charge is required by the Colorado Public Utilities Commission (PUC) to pay for the Colorado Universal Service Fund established by state law.

### **What is the Colorado Universal Service Fund?**

It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the fund is used to support basic local phone service in areas where costs to provide service are high. This allows local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve areas with high costs and meet other PUC requirements for the funding.

### **What services is this charge applied to and who pays it?**

This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, in-state long distance and optional services. The charge is not applied to interstate services. All telecommunications customers in Colorado pay this monthly charge.

### **What is the monthly charge?**

The monthly charge is currently set at 2.9 percent, which was effective July 1, 2011. The PUC may adjust the charge over time depending on how much money is needed for the fund and to make sure that customers do not pay more than is necessary.

### **Who do I call if I have questions about this charge?**

For more information, contact your telecommunications provider.

### **Slamming:**

Have you ever been slammed? Would you know if you have? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a "PC FREEZE" (Preferred Carrier), which will prohibit future changes to your carrier selection until further notice from you. If you receive a call from a telemarketer asking you