

EMBARQ GUIDEBOOK

SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS - RESIDENCE

1. GENERAL

1. Solutions is an optional residence service enrollment plan that permits a customer to receive features and services for a flat monthly rate, for each Solutions Package residence line provided.

2. REGULATIONS

1. Solutions customers may terminate their enrollment in the Plan at any time upon notice to the Company.
2. Unless terminated by the Solutions customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
3. The Plan is not available to customers who are or become toll restricted.
4. No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.
5. Service Charges do not apply when Solutions replaces existing Local Exchange Service or if the customer requests a change from Solutions back to regular Local Exchange Service. Service Charges as described in Section 3 of this guide apply for new and additional Solutions lines and moves of existing Solutions lines.
6. Solutions customers are not eligible for promotional offerings associated with the Custom Calling Services included in the Plan, unless specifically provided for in a promotional offering.
7. This Plan may not be combined with any other residence optional toll calling plan service.

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A. SOLUTIONS – RESIDENCE (Continued)

2. REGULATIONS (Continued)

8. Customer Referral Program

- a. Existing residential customers subscribed to one of the following combinations of services who submit a referral via the Company's Internet website will receive a bill credit, in an amount determined by Embarq, if the referral results in the activation of either of the qualifying service combinations by the referred customer within sixty days of the referral:
  - 1) Core Solution Plus Package with Embarq Communications, Inc. Solutions Unlimited long distance plan,
  - 2) Personal II Solution Package with Embarq Communications, Inc. Solutions Unlimited long distance plan,
  - 3) Home II Solution Package with one required Premium Enhanced Service (LineGuard/Data LineGuard, CPE Warranty Plus or Voicemail) and Embarq Communications, Inc. Solutions Unlimited long distance plan.
  - 4) Progressive Plan Package
- b. The referring customer will receive the bill credit within sixty days of the referred customer subscribing to the same services. Multiple credits may be received by the referring customer, with one credit rendered per bill cycle and unused credits rolling over to future months.

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A. SOLUTIONS - RESIDENCE (Continued)

3. RATES (Continued)

1. Solutions Packages (Continued)

- a. Personal II Solution <sup>(1)</sup>  
Local Exchange Service  
Enhanced Call Waiting - Optional or  
Talking Call Waiting - Optional  
Call Waiting ID  
Call Forwarding  
Three-way Calling  
Caller ID with Name (includes  
Anonymous Call Rejection)  
Return Call  
Call Forward No Answer - Fixed  
Call Forward Busy - Fixed  
Selective Call Forwarding  
Repeat Dial
- b. Home II Solution <sup>(2)</sup>95  
Local Exchange Service  
Enhanced Call Waiting - Optional  
Call Waiting ID  
Three-way Calling  
Caller ID with Name (includes  
Anonymous Call Rejection)  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed
- c. Safe and Sound II Solution <sup>(3)</sup>  
Local Exchange Service  
Caller ID with Name (includes  
Anonymous Call Rejection)

<sup>(1)</sup> Privacy ID is available as an add-on to this package for an additional monthly charge. Privacy ID is described in Section 4 of this guide.

<sup>(2)</sup> Talking Call Waiting is available as an add-on to this package for an additional monthly charge. Talking Call Waiting is described in Section 4 of this guide.

<sup>(3)</sup> Customers must purchase the LineGuard or Data LineGuard and CPE Warranty Plus.

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A. SOLUTIONS - RESIDENCE (Continued)

3. RATES (Continued)

1. Solutions Packages (Continued)

- d. Core Solution Plus  
Local Exchange Service  
Call Waiting - Optional  
    or Talking Call Waiting – Optional  
Call Forwarding  
Three-way Calling  
Caller ID with Name (includes  
    Anonymous Call Rejection)  
Repeat Dialing  
Return Call  
Call Forward No Answer - Fixed  
Call Forward Busy - Fixed  
Speed Dial – 8 numbers  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Ring  
Selective Call Rejection  
Privacy ID
  
- e. Special Plan Bundle <sup>(1)(2)</sup>  
Local Exchange Service  
Enhanced Call Waiting - Optional  
    or Talking Call Waiting - Optional  
Caller ID with Name (includes  
    Anonymous Call Rejection)  
Call Forwarding  
Call Forward No Answer - Fixed  
Call Forward Busy - Fixed  
Return Call  
Call Waiting ID  
Repeat Dialing  
Selective Call Acceptance

<sup>(1)</sup> Privacy ID is available as an add-on to this package at the monthly rate shown in Section 4 of this guide.

<sup>(2)</sup> The Special Plan Bundle is available for a discounted rate when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited - Option 1 long distance plan plus either the Company's High-speed Internet (DSL), DISH Network Satellite TV from the Company or EMBARQ™ Wireless.

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A. SOLUTIONS - RESIDENCE (Continued)

3. RATES (Continued)

1. Solutions Packages (Continued)
  - f. Progressive Plan <sup>(1) (3)</sup>
    - Local Exchange Service
    - Enhanced Call Waiting - Optional
    - Call Waiting ID
    - Three-Way Calling
    - Caller ID with Name (includes Anonymous Call Rejection)
    - Call Forwarding
    - Call Forward No Answer-Fixed
    - Call Forward Busy-Fixed
  - g. Simple Solution
    - Local Exchange Service
    - Caller ID with Name (includes Anonymous Call Rejection)
    - Speed Dial-8 Numbers
  - h. Standard Home Phone Service II <sup>(2) (4)</sup>
    - Local Exchange Service
    - Enhanced Call Waiting
      - or Talking Call Waiting (optional)
    - Caller ID with Name (includes Anonymous Call Rejection)
    - Three-Way Calling
    - Call Forwarding
    - Repeat Dialing
    - Return Call
    - Selective Call Forward
    - Speed Dial-8 Numbers

(1) Talking Call Waiting is available as an add-on to this package at a discounted monthly rate. Talking Call Waiting is described in Section 4 of this guide.

(2) Customers must also subscribe to the Company's Voicemail and must initially subscribe to any Embarq Communications, Inc. long distance plan, plus any one of the following services: Privacy ID, LineGuard, or Home Phone Warranty.

(3) Effective January 23, 2007, new customers must subscribe to Voicemail. If Voicemail is not available, one of the following features may be substituted: Home Phone Warranty, LineGuard, Data LineGuard or Privacy ID.

(4) Effective May 15, 2009, Solutions Package and Standard Home Phone Service II are limited to services provided to existing customers as long as the customers remain at the same location. The service will be discontinued for an existing customer once that customer moves, the account name changes, or until the customer discontinues or changes any or all of the features included in the package.

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SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS - RESIDENCE (Continued)

3. RATES (Continued)

1. Solutions Packages (Continued)

- i. Essential Home Phone Plan  
Local Exchange Service  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Call Waiting ID (optional)  
Enhanced Call Waiting  
Speed Dial 8

Monthly Rate

\$24.95