

Dear Customer Name:

This certificate must clearly state that one of the following situations exists and which program is being requested.

1. Critical Care: A prolonged outage of service would give rise to a substantial risk of death or gravely impair the health of the customer or another permanent household resident.
2. Directory Assistance Exemption: The customer is unable to utilize a directory to locate telephone numbers or addresses.

CenturyLink offers Directory Assistance at no charge for our qualifying disabled customers. This service allows you to use Local Directory Assistance at no charge. If you are a CenturyLink Long Distance subscriber you will also be able to use National Directory Assistance at no charge.

Critical Care is a program that provides priority restoral of service to customers who are at a substantial risk of death or grave impairment to health if the household is out of service for any length of time.

To apply for either of these services, complete the attached application and have your doctor review and sign it. Return the application to the address on the form. Upon receipt and approval of your application we will add this service to your account and send you a confirmation letter.

If you have any questions concerning this service, please feel free to call us at 800-201-4099.

Sincerely,

Center for Customers with Disabilities
Fax: 1-866-810-7530

Critical Care or Directory Exemption Certifying Authorities

The following professionals are acceptable certifying authorities on the *Application for Critical Care or Exemption from Directory Assistance Charges form*:

- Nurse
- Ophthalmologist
- Optometrist
- Physician
- Professional hospital staff member
- Professional librarian – MN only
- Psychologist
- Social workers (state and local)
- Staff of agency/center for the blind
- Therapist
- Welfare case workers (state and local)

