

## **CENTURYLINK LONG DISTANCE SERVICE AGREEMENT (Residential Services)**

Thank you for selecting CenturyLink as your provider of presubscribed state-to-state and/or international long distance services ("Service"). The term "Service" also includes any additional features and services that you may purchase (and if applicable Intrastate Services as described below). By using your Service, you agree to these terms and conditions ("Agreement"). If you do not agree, please call CenturyLink ("the Company") promptly at 1-800-860-2255 (TTY for customers with hearing/speech disabilities at 1-800-860-0078) to cancel your Service.

This Agreement incorporates by reference the CenturyLink Communications, LLC Rates and Services Schedules ("Rate and Service Schedule"), located on the Company's website (<http://www.centurylink.com>) and at its offices, 100 CenturyLink Dr, Monroe, LA 71203) and any applicable State Rate Schedule for Intrastate Services, all of which may be modified from time to time as specified in these documents or as permitted by law. Certain initial service terms and some other services may be governed by the Company's tariffs filed with the Federal Communications Commission ("FCC") or appropriate state commissions.

This Agreement also governs intrastate or in state long distance service ("Intrastate Services"), and the defined term "Service" includes Intrastate Services provided by CenturyLink; however, the rates, charges, and any separate provision applicable only to Intrastate Services are contained in a State Rate Schedule, also located on the Company's website and offices. This Agreement does not apply to Intrastate Services where (i) prohibited by law, (ii) it conflicts with tariffs/price lists/catalog pages that are effective with respect to Intrastate Services, or (iii) a separate contract with the Company applies to the Intrastate Services; however at such time, if ever, that (i), (ii) or (iii) cease to apply, then this Agreement will automatically and without further notice apply to such Intrastate Services.

### **Service Usage**

You are responsible for all usage and associated fees for the Service you have ordered, whether or not you have authorized such usage. The Service is provided only for your use, and you may not resell, assign, or transfer your rights associated with the Service without prior written consent from the Company; however, the Service may be used for the transmission of communications by you or someone that you authorize to use it.

### **Restriction on Use of Service**

You may not use the Service in a manner that violates federal, state or local laws and rules, or in a manner that interferes or could interfere with services provided to others or that could harm the Company's facilities. If you suspect fraudulent or unlawful use of your Service, please contact CenturyLink immediately at 1-800-860-2255.

### **Suspension/Termination of Service**

Subject to any service period and/or charges for termination/early termination; you may terminate the Service upon reasonable notice to the Company. The Company may suspend or terminate the Service with or without notice if you fail to pay any charge when due or if you or your use of the Service violates the Agreement, an applicable Rate and Service Schedule, or an applicable State Rate Schedule. If the Company has reason to suspect unlawful use, abuse, fraudulent usage, interference with services provided to others, actual or anticipated harm to its facilities, or actual or anticipated non-payment, it may immediately and without notice or liability, deactivate or suspend the Service, and the Company may temporarily refuse, limit, interrupt, or curtail your Service as necessary. The Company may withdraw and terminate all or any part of the Service upon 30 days notice to you.

### **Warranty**

THERE ARE NO WARRANTIES FOR THE SERVICE, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **Liability**

CenturyLink makes no representations and does not assume any legal liability or responsibility for the content, accuracy, completeness, or usefulness of any messages sent or received via the Service. The Company will not be responsible for any loss or damages arising out of the use of the Service, including damages resulting from personal injuries, death, or property damage. **NEITHER CENTURYLINK NOR ITS SUPPLIERS OF EQUIPMENT, AGENTS OR AUTHORIZED DISTRIBUTORS OF SERVICE ARE LIABLE FOR ANY LOSS OR DAMAGE WHATSOEVER RESULTING FROM MISTAKES, FAILURE TO REACH 911, NETWORK FAILURE, UNAUTHORIZED ACCESS TO DATA, FILES OR EQUIPMENT, INTERRUPTIONS IN SERVICE OR DELAYS IN TRANSMISSION. IN NO EVENT SHALL YOU HAVE ANY RIGHT TO RECOVER FROM CENTURYLINK, OR ITS EQUIPMENT OR SERVICE PROVIDERS, AGENTS OR AUTHORIZED DISTRIBUTORS ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFIT OR REVENUE, EVEN IF CENTURYLINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.** The Company's liability for direct damages arising out of any additions, omissions, interruptions, delays, mistakes, errors or defects in the transmission occurring in the course of furnishing the Service or facilities shall in no event exceed an amount that is equivalent to the charge for the Service during the period in which the fault in transmission occurs. The Company is not liable for any defacement of or damage to a customer's premises resulting from the furnishing of Service or the installation or removal of facilities and equipment, when such defacement or damage is not the result of The Company's negligence. If such defacement or damage is the result of The Company's negligence, in no event will The Company be liable for more than direct damage.

Allowances for interruptions in Service shall be granted upon request and at the Company's sole discretion.

The Company shall not be liable for any failure to perform its obligations under this Agreement due to any cause or causes beyond its reasonable control, as determined by the Company. The Company shall be entitled to take, and shall have no liability whatsoever for, any action deemed necessary by the Company to bring the Service or its practices into conformity with any rules, regulations, orders, decisions or directives of the FCC or other governmental agency.

## **Indemnification**

The Company is not responsible for any third party claims relating to or arising out of use of the Service. Except for the Company's gross negligence or willful misconduct, you agree to reimburse the Company for all costs and expenses, including attorney's fees, relating to any such third party claims.

## **Service and Features**

The Service will allow you to complete calls between locations specified in the Rate and Service Schedule/State Rate Schedule, subject to limitations and qualifications contained therein. Subject to the terms of this Agreement and the Rate and Service Schedule/State Rate Schedule, Service is provided on a monthly basis, twenty-four (24) hours a day.

## **Disputes**

You agree that any disputes that cannot be settled informally will be resolved by arbitration to be conducted in accordance with the rules of the American Arbitration Association. Before initiating or participating in any arbitration proceeding concerning any aspect of this Agreement or the Service, you agree that you will attempt to resolve any disputes that arise between you and the Company informally by providing the Company with written or oral (by calling 1-800-860-2255) notice and a brief explanation of your concern. You agree to give the Company at least 30 days from the time you provide this notice to the Company to resolve the dispute. If arbitration is required, it will be conducted by a single arbitrator engaged in the practice of law. Unless you and the Company agree otherwise or unless the arbitrator requires otherwise, arbitrations will be decided solely on the basis of your and the Company's written submissions to the arbitrator. The arbitrator's decision and award will be final and binding and may be entered in any court with jurisdiction. The Federal Arbitration Act, not state law, shall govern the arbitrability of all claims. You agree to keep the results of any such arbitration confidential.

Notwithstanding the foregoing, you continue to have the right to seek relief through an appropriate federal or state regulatory agency, but you agree that you will not join or participate in any class-wide action relating to the Service.

### **Changes to Terms and Conditions**

The Company reserves the right to modify the charges, terms and conditions under which the Service is provided by posting material changes to the Rate and Service Schedule/State Rate Schedule and by providing reasonable advance notice, generally through a bill message, bill insert or a postcard. The Company may also choose, in its sole and complete discretion, to provide additional notice such as print advisories in newspapers. Use of the Service will constitute acceptance of any new rates, terms or conditions stated in the Rate and Service Schedule/State Rate Schedule. You are free to terminate your Service at any time in the event of such a change unless otherwise provided.

### **Eligibility, Credit Check and Security Deposits**

Your credit history may require you to pay a security deposit before activation of your Service. Security deposits must be cash, credit card or certified funds. Unless otherwise determined by the Company or required by law, no interest shall accrue for the benefit of the customer for any such security deposit. Security deposits will be held in your account until you have established 12 consecutive months of satisfactory payment history, at which time a credit will be issued to your account. At the Company's option, deposits may be refunded or credited to you at any time.

### **Service Plans, Charges and Billing**

Service shall be automatically provided and billed on a monthly basis until terminated by the Company or by you. The Company may periodically discontinue certain Service, subject to applicable law. You must notify the Company promptly of any change in your billing address.

The plan you select determines your monthly rate and applies to calls you initiate. Some plans have monthly fees or minimum monthly charges. At any time, you can call the Company at 1-800-860-2255 for further details about your plan or review it in the Rate and Service Schedule/State Rate Schedule.

Usage charges are billed after each usage cycle, unless otherwise specified in the Rate and Service Schedule/State Rate Schedule. Minimum usage charges and monthly recurring charges may be billed in advance or in arrears, depending upon the plan selected by you. Non-recurring charges are payable when the plan for which they are specified has been ordered.

All charges stated in the Rate and Service Schedule/State Rate Schedule are exclusive of any federal, state, local, use, excise, gross receipts, sales or privilege taxes, other taxes, universal service fees, duties, fees or other similar obligations imposed now or in the future. You agree to pay such taxes, fees, surcharges, duties and obligations, in addition to the stated rates and charges. You also agree to pay any additional amounts associated with government programs that the Company is required or permitted to collect from its customers.

### **Payments**

You agree to pay for all charges billed for use of the Service regardless of whether such use was authorized by you; provided claims for any errors in billing or quality of Service must be made by you within 30 days of your receiving the invoice giving rise to the claim. The Company may make adjustments to charges calculated in error. The Company is not liable for any damages, including toll charges, you may incur as a result of the unauthorized use of your telephone.

Billing will be payable upon receipt. Amounts not paid within 30 days after the invoice is rendered will be considered past due. Interest on the amount due at the rate of 1.5% per month (unless a lower rate is prescribed by law or applicable regulation, in which event at the highest rate allowed by law/regulation) may accrue upon any unpaid amount commencing 5 days after the date the payment is past due. Checks returned to the Company will incur a return charge fee of \$35 (unless a lower fee has been prescribed by

law or applicable regulation, in which event the charge will be equal to such lower fee) which will be added to your Service account.

**Severability**

If any provision of this Agreement is held to be invalid, illegal, or unenforceable, in any respect, the remaining provisions will not be affected as long as the parties' basic intent under this Agreement can be achieved.

**Governing Law**

This Agreement is governed by the laws of the State of Colorado without regard to its choice of law provisions.

**Entire Agreement**

This Agreement, including the incorporated documents, sets forth all of the terms and conditions concerning the Service. This Agreement supersedes all prior agreements, discussions, representations, or other statements by you or the Company, whether orally or in writing, relating to the Service. Neither you nor the Company will be bound by any representations or statements made by any person relating to the Service which is not contained in this Agreement.