

Understanding your bill shouldn't be complicated. That's why we created this handy guide - a little help from CenturyLink.



YOUR BILL: Summary Pages



Overview Of Your Account

ACCESS YOUR ACCOUNT ONLINE

Make it easy to view and pay your bill online Simply log in to

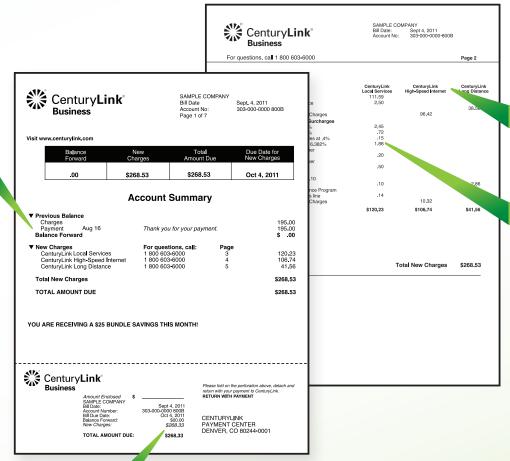
centurylink.com/SMBcontrolcenter and create your account with the codes from your Welcome Letter.

ACCOUNT SUMMARY

Overview of previous month's and new month's charges. Taxes, fees and any discounts are already included in your new Total Amount Due.

FIRST MONTH/PRORATED CHARGES

Services added between billing cycles will be prorated and added to your first full month of service. **Note:** This is often why your first month's bill seems higher than expected.



MONTHLY SERVICES

Charges for phone, long-distance, High-Speed Internet, digital TV and Verizon wireless (if applicable) are billed one month in advance.

NEW CHARGES SUMMARY

Details of new charges are shown on the backside of first page; complete breakdown on following pages.

BILL PAYMENT OPTIONS

- ► AUTOPAY Have your bill automatically deducted from your bank account on the date your bill is due.

 Set up at centurylink.com/SMBcontrolcenter
- ▶ PAY ONLINE Log in to the Control Center or choose Quick Bill Pay on centurylink.com/small-business
- ▶ PAY BY PHONE Call 800.603.6000 to use our automated system, 24/7*
- ▶ BY MAIL Mail bottom portion of your bill and check to CenturyLink

Questions about your CenturyLink bill? Call 866.336.2380

YOUR BILL: Detail Pages



Your CenturyLink Services

SAVINGS

Summarizes your total savings. Your savings will last as long as your term commitment does.

Contact us to see if you can save more.

SERVICES SUMMARY

View detail line charges for your services: local phone, High-Speed Internet and any equipment like modems or phone rentals.

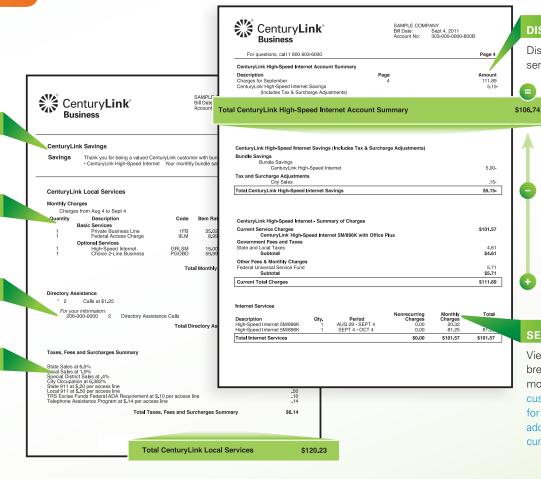
PER-USE CHARGES

Costs for services used one at a time like directory assistance and others.

TAXES, FEES & SURCHARGES

Each section details applicable Federal, State and Local taxes and other charges for 911 emergency and other public services. **Note:** These charges vary by state and locality and may fluctuate monthly.

Tip: Want to save time, paper and a stamp? Sign up for Paperless Billing and AutoPay, and we'll email you each month when your bill is ready to review.



DISCOUNTS & PROMO

Discounts appear under each service to which they apply.

Tip: Promotions start on the first full month of billing. So if your first month of service is prorated, the promotion will show up on next month's bill.

SUBTOTALS & TOTALS

Subtotals are added/subtracted to equal the total for each service and are carried to the first page of your bill.

SERVICE CHARGES

View specific details and breakdown charges included in monthly fee. **Note:** This NEW customer's Internet was prorated for partial month's usage and added to full Internet amount for current month.

YOUR BILL: Usage Detail



CenturyLink & Third-Party Billing

ACCOUNT BALANCE & SUMMARY

This example details the specific charges for any long distance calling plan, additional per-minute charges, international calls, plus taxes and fees.

USAGE CHARGES

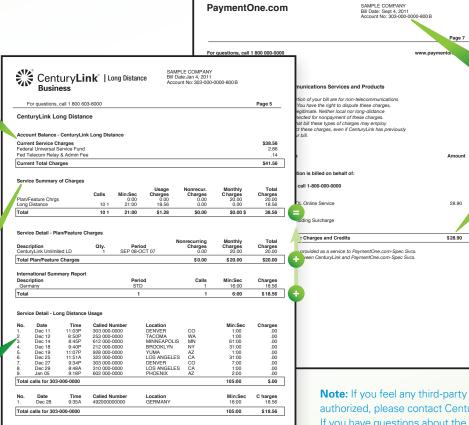
Charges for International, long distance minutes or any per-minute charges not included in your plan.

Tip: Paying too much per minute?

Ask if you can save with a new calling plan.

LONG DISTANCE USAGE

Get exact details of your calls along with charges for each. **Note:** For Core Connect® customers, Long Distance is included in the package pricing but detailed in this section.



THIRD-PARTY ACCOUNT

Account numbers may be different from your CenturyLink number. Specific toll-free numbers and Web URLs also appear here.

THIRD-PARTY BILLING

Any third-party charges for wireless, television or other companies' service are itemized on a separate page for each. The total for each service will also be summarized on the first page of your bill. Tip: The more services you bundle, the more you save. Ask us how.

Note: If you feel any third-party charges on your bill are not authorized, please contact CenturyLink to dispute the charges. If you have questions about the transactions, it may be more helpful to contact the service providers directly.