

CenturyLink® High-Speed Internet

So much more than Internet access, CenturyLink High-Speed Internet offers the powerful features you need to connect, collaborate and grow your business.

About CenturyLink High-Speed Internet

CenturyLink High-Speed Internet delivers the perfect high-speed advantage for small business, with Web access, local tech support and your choice of connection speeds from 1.5 Mbps to 40 Mbps.

And, if you have High-Speed Internet with Office Plus, or any of our business bundles such as Core Connect,® you also receive a Core Service Pack that includes:

- 2 business-class emailboxes based on your domain name. Additional mailboxes and features may be available for upgrade; call for details.
- Domain name and registration
- 5GB of Web storage
- Website templates and marketing tools
- Data backup services
- Security and tech support
- And more – all in an affordable package designed to keep you connected whether you're in the office or on the road.

How to connect your service

- **EASY SELF-INSTALLATION:** Just follow the instructions included inside your CenturyLink modem kit.
- **TECHNICIAN INSTALL:** Call 1-800-238-5100 if you'd rather have a CenturyLink technician handle the installation for you.

Free QuickCare™ self-help tool

QuickCare is a free program installed on your desktop during installation that identifies and automatically fixes many typical Internet problems.

- Safeguards your application settings so they can be restored quickly and easily
- Troubleshoots problems so you can avoid lengthy technical support calls
- Repairs your high-speed Internet connection and notifies you of any service interruptions

QuickCare should have been installed with your High-Speed Internet service. If it wasn't, you can download QuickCare for free at:

internethelp.centurylink.com/internethelp/quickcare.html

more ►

800.238.5100 for customer assistance
centurylink.com/bizwelcome



Technical support is available 24/7

If you need Internet technical support, or help with installation, we're standing by 24 hours a day, 7 days a week – on the phone and online.

Visit internethelp.centurylink.com/internethelp
or call 1-888-777-9569.

CenturyLink® Business High-Speed Internet (HSI) Terms and Conditions: Your CenturyLink High-Speed Internet Service and related services are offered under the High-Speed Internet Subscriber Agreement terms, which are located at centurylink.com/legal/highspeedinternetsubscriberagreement. CenturyLink updates the High-Speed Internet Subscriber Agreement from time to time and your continued use of the service(s) constitutes your acceptance of any changes.

These terms and conditions apply to CenturyLink Business HSI services and include, among other provisions, your required indemnification of CenturyLink, CenturyLink's limitations of liability, required term commitment periods, and CenturyLink's disclaimers of warranties. Customers must accept these terms and conditions prior to using the services.

Your termination of these services before completion of your term commitment period results in you being responsible for an early termination charge in the amount of \$100 (12-month term), \$200 (24-month term) or \$300 (36-month term). If CenturyLink Business HSI services are part of a bundled offer of services, your early termination of CenturyLink Business HSI services may result in CenturyLink converting the remaining services in the bundled offer to their respective a la carte or nonbundled monthly charges.

Discounts and savings you may have on your CenturyLink Business HSI services will apply after the first full month of billing, and do not apply to any other services. The monthly rates, fees, discounts, and savings in effect when you subscribe to these services will apply until expiration of the applicable term commitment period, and CenturyLink then will charge you the current monthly charges for your services. Lines of service later added to your CenturyLink Business HSI services may be subject to additional term commitment periods and the then-prevailing monthly rates, fees, discounts, and savings. Broadband speeds will vary due to conditions outside of network control, including customer location and equipment, and are not guaranteed.

The Core Service Pack includes Email, Cloud Fax, Web Hosting, Online Data Backup and DNS registration. These additional services are provided by third-party vendors through their relationships with CenturyLink. Terms and conditions for these services are found in the applicable high-speed Internet terms and conditions, or are provided with the service, when applicable. See separate insert sheet for details.

CenturyLink offers business customers a 30-day Satisfaction Guarantee on their CenturyLink Business HSI services. This guarantee requires completion of the online form at businessanswers.centurylink.com/SatisfactionGuarantee at least 5 days before requesting cancellation and cancellation must happen no later than the 30th day after service installation. CenturyLink will credit the following applicable charges to customer's CenturyLink invoice within 60 business days following disconnection date: monthly recurring charges, monthly recurring modem or router charges, shipping and handling fees for modem or router, professional installation fees, and activation fee. This guarantee does not apply to CenturyLink nonstandard, specially constructed/configured services, managed or bulk services, equipment, or third-party provided or supported solutions.

Microsoft Office 365: Office 365 is not sold separately. Must be bundled with qualifying CenturyLink service. See separate insert for complete terms and conditions.