

Please contact CenturyLink Monday - Friday 8 a.m. - 6 p.m.

For TTY (Telecommunications Device for the Deaf) Services, call 1 800-223-3131.

Telephone assistance plans help low-income citizens with the costs of telephone service. Eligibility is dependent upon income guidelines and other criteria. For more specific information, please call CenturyLink.

We want you to be happy with the optional phone services you ordered. If you have any problems, please give us a call and ask about our service guarantees. Toll plans, maintenance plans and basic service are not covered. Please refer to the owner's manual of any equipment you've purchased for separate warranty information.

For customer inquiries, write to CenturyLink, 930 15th Street, 11th Floor, Denver, CO 80202.

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Telephone Assistance Programs available to Low-Income Households

CenturyLink® recognizes how important telephone service is to connect people with family, friends, businesses and emergency services. That's why we offer a federal telephone assistance programs to low-income families that qualify.

Lifeline affordable telephone service

Low-income consumers may qualify for assistance that will reduce the cost of basic monthly telephone service.

The assistance program, known as Lifeline Affordable Telephone Service, is available to qualifying consumers in every U.S. state, territory and commonwealth. Lifeline provides discounts each month on telephone bills for qualified subscribers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account.

The Lifeline discount is available for only one telephone per household, which can be either a wireline or wireless telephone. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements in order to obtain lifeline telephone service can be punished by fine or imprisonment and can be barred from the program.

1 866-450-6152 for customer assistance
centurylink.com/tap

Lifeline and Link-Up for residents of American Indian and Alaskan Native Tribal Lands

Residents of American Indian and Alaskan Native tribal lands may qualify for up to an additional \$25 of enhanced Lifeline support monthly. They may also qualify for the Link-Up program, which helps consumers pay the initial installation costs of getting telephone service. Link-Up provides a credit up to \$100 of the initial installation charges for tribal customers.

To find out more about the Lifeline and Link-Up programs, please contact your CenturyLink Residential Customer Service Representative at 1 800-450-6152 or visit centurylink.com/lifeline to inquire about eligibility.

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