

**IMPORTANT NEWS FROM CENTURYLINK ABOUT YOUR PHONE SERVICE**

**Federal Universal Service Fund Changes** – The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC). Consequently, you may see changes on your bills in January, April, July and/or October. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international service. The Federal USF rate and charge are clearly identified on your bill. The effective rate can be found on <http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>.

**Federal Access Charge Changes** - The annual adjustments of a federally approved telephone subscriber line charge and Access Recovery Charge took effect July 1, 2015. These charges cover part of the cost for providing access to and maintenance of your local network. The effective rates can be found on your bill or online at [www.CenturyLink.com/FCCRates](http://www.CenturyLink.com/FCCRates).

**Your Rights Regarding Pay-Per-Call Information-Delivery Services** - CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like "900" or "700" and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services. CenturyLink does not provide interstate pay-per-call services. But we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies' bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

**To Report a Billing Error** - If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill
- The amount of the disputed charges
- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per call provider to assure full resolution of your matter.

**Response From the Billing Company** - In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the undisputed portion of your bill; failure to pay may result in your access to pay-per-call services being involuntarily blocked and/or collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended. This same company must investigate, within 90 days of your initial complaint, whether or not the disputed charges are valid. If there was a billing error, the billing company will let you know and will adjust the charges as appropriate. If the charges have been referred to collections, the collections activity will stop. If the billing company determines the charges were not billed in error, you will receive a written explanation detailing how that conclusion was reached, how much you owe, and the date by which you must pay it. Failure to pay could lead to collection activity. If you continue to dispute the charges, the billing company should not report you as delinquent without also reporting that you continue to dispute the charges.

**Compliance** - Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed charges are discovered to be correct.

**Additional Customer Rights** - You have a right not to be billed for pay-per call services that do not comply with federal laws and regulations. Your local telephone service cannot be disconnected if you do not pay for pay-per-call services. **You may request a block to prevent access to pay-per-call services from your phone line.**

**CenturyLink will provide the block, where feasible, at no charge to you.**

**Telecommunications Relay Service**

**Dial 7-1-1 or Special Toll Free Numbers Listed in Your Telephone Directory**

Telecommunications Relay Service is a free telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed in your telephone directory, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

#### **Types of TRS Calls**

**Computer (ASCII):** users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.

**Hearing-Carry-Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

**Internet Protocol (IP) Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

**Spanish Relay:** Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

**Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

**Text-to-Voice TTY:** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

**Video Relay Service (VRS):** Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

**Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. (Requires a special telephone with text display.)

**Voice/Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

**Voice Over Internet Protocol (VOIP):** VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory.

#### **Captioned Telephone Service**

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing (much like TV captioning). The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

#### **TTY Users and Emergency Assistance ("9-1-1")**

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>

#### **Monitoring and Recording of Calls with CenturyLink Business Offices and Other CenturyLink Representatives**

Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes. Additionally, when a CenturyLink customer service

representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

**High Cost Fund (Applicable to Colorado Customers Only)** - You may have noticed a charge on your telephone bill for the Colorado Universal Service Fund. This charge is required by the Colorado Public Utilities Commission (PUC) to pay for the Colorado Universal Service Fund established by state law.

**What is the Colorado Universal Service Fund?** It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the fund is used to support basic local phone service in areas where costs to provide service are high. This allows local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve areas with high costs and meet other PUC requirements for the funding.

**What services is this charge applied to and who pays it?** This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, in-state long distance and optional services. The charge is not applied to interstate services. All telecommunications customers in Colorado pay this monthly charge.

**What is the monthly charge?**

The monthly charge is currently set at 2.9 percent, which was effective July 1, 2011. The PUC may adjust the charge over time depending on how much money is needed for the fund and to make sure that customers do not pay more than is necessary.

**Who do I call if I have questions about this charge?** For more information, contact your telecommunications provider.

**Slamming** - Have you ever been slammed? Would you know if you have? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a "PC FREEZE" (Preferred Carrier), which will prohibit future changes to your carrier selection until further notice from you. If you receive a call from a telemarketer asking you to change your long distance service and you are happy with your current service, just say that you are not interested and hang up. Don't verify your name, your spouse's name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings. If you are slammed, notify your local company to reconnect you to your preferred long distance company at no charge. If the rates charged are higher than your normal rates, you may be entitled to a refund.

**Telephone Assistance** - CenturyLink participates in a government benefit program (Lifeline) to make residential telephone service more affordable to eligible low-income individuals and families. Eligible customers are those that meet eligibility standards as defined by the FCC and state commissions. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. 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. If you live in a CenturyLink service area, please call 1-800-201-4099 or visit [centurylink.com/lifeline](http://centurylink.com/lifeline) with questions or to request an application for the Lifeline program.

**Annual Customer Do-Not-Call Notification** - The federal government established a national Do-Not-Call Registry where consumers can register their residential telephone number(s) (including wireless) for free and it will remain on the national Do-Not-Call Registry until you remove or discontinue it. Consumers can register their numbers from the phone number they wish to register by telephone at 1 888-382-1222 or through the Internet at [www.donotcall.gov](http://www.donotcall.gov). TTY users should call 1-866-290-4236.

**8-1-1 Call Before You Dig** - Digging into underground telephone, electric, gas or water lines can disrupt service to your area or could cause serious injury and you could be charged substantial fines. For peace of mind, please call 8-1-1 at least two days before digging up your property. This is a free service.

**CPNI** - Recent changes in government regulations allow CenturyLink to use information about your current telecommunications services to keep you informed of the latest products and services that will best meet your future needs. This information includes things such as the types of services and features you use, the way we provide these services to you, as well as calling and billing records. We would like to share your information among the CenturyLink family of companies for the purpose of keeping you informed about innovative service offerings and exciting new packages including local service, long distance, high-speed data services and Internet access. This will allow you to stay abreast of the latest technology and enhance or change the way you communicate with your family, friends and

business associates. You may also receive information on how to save money on these products and services. By federal law, you have the right, and CenturyLink has a duty, to protect the confidentiality of information regarding your telecommunications services. Only those companies that now or in the future sell CenturyLink services, including our agents and authorized sales representatives, will use this information. If you do not want CenturyLink to share your information with our subsidiaries, all you have to do is call the Customer Contact number located on your invoice. Your selection will be noted on your account and will remain in effect until you withdraw it. If you have elected to not have CenturyLink share your information with our subsidiaries (opt-out) in the past, no action is required on your part to maintain the opt-out election. However, consumers who wish to reverse their previous decision to opt-out, or consumers who have not previously opted out but wish to do so, must take action as described in this notice. Whatever you decide, CenturyLink will continue to provide you with the highest quality of service possible.

**We value you as a customer and look forward to continuing to serve your communication needs. If you have any questions, please contact customer service at the number listed on your bill.**

- ▶ [E-Rate](#)
- ▶ [Lifeline](#)
- ▶ [Pass-It-On Rewards](#)
- ▶ [CenturyLink Internet Basics](#)

## Support Programs for Qualifying Low-Income Customers

Giving you the phone discount and Internet service you need.



On a limited income? You can save with Lifeline services from CenturyLink. This government assistance program can help you save on your monthly local phone service. CenturyLink also offers Internet Basics, a low-income assistance program for high-speed Internet service. See below for more details and requirements.

### Lifeline

**Regular Lifeline** - provides federal monthly support of \$9.25. In some states, additional monthly support is also available.

**Enhanced Lifeline** - offers a deeper monthly discount as well as installation assistance through the Link-Up program to qualifying customers who live on federally-recognized Tribal lands.



### Internet Basics

Internet Basics provides discounts on High-Speed Internet service for qualified subscribers.

### How to Qualify?

Lifeline is available to qualifying customers in every U.S. state. Qualifications do vary by state. Select your state from the drop down box to the right in order to obtain additional information for the criteria needed to qualify for Lifeline and information on how to apply.

Please be aware that only one Lifeline discount may be received per household, even if the household has more than one telephone account, including landline or wireless phone service. Under the Lifeline program, a household is defined 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. Documentation of eligibility is required to enroll. 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.

Individuals living in a CenturyLink service area should call 1-800-366-8201  or 1-800-244-1111  (former Qwest territories) to inquire about eligibility.



### Internet Basics Broadband Assistance Plan

Lower your High-Speed Internet service and installation costs. CenturyLink offers Broadband Assistance Plans for qualifying low-income customers:

To qualify for CenturyLink Internet Basics you must meet all of the following requirements:

- Reside where CenturyLink™ offers Internet service
- Have not subscribed to CenturyLink Internet service within the last 90 days and are not a current CenturyLink Internet customer
- Do not have an overdue CenturyLink bill or unreturned equipment
- Follow application guidelines for Internet Basics.

### Lifeline Assistance for New and Existing CenturyLink Customers:

Please select your state from the drop-down menu below or contact us at 1-855-954-6546  (1-888-833-9522  former Qwest territories).

Note that popup blockers will prevent the pdf's from showing.

▶ [Lifeline Recertification FAQ](#)

▶ [Applying for Lifeline FAQ](#)

▶ [Examples of Acceptable Supporting Documentation](#)

If there are multiple unique households\* at your address, as defined in this program, please also complete and submit the Household Worksheet on the last page of the application.

▶ [Lifeline Household Worksheet for CenturyLink customers](#)

▶ [Lifeline Household Worksheet for former Qwest customers](#)

▶ [CenturyLink Internet Basics Broadband Assistance](#)

\*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.

Visit [CenturyLink.com/InternetBasics](http://CenturyLink.com/InternetBasics) for more information.



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