

**SUPPLEMENTAL  
EXHIBIT A**

**Your order date:** 01-01-2016  
**Your order number:** N00000000  
**Your account number:** 000-000-0000  
**Your 3-digit account code:** 000

# Your Order Confirmation

January 2, 2016

|||||  
 JOHN SAMPLE  
 1801 CALIFORNIA STREET  
 DENVER, CO 80202-5432

## Order Details

*Rates do not include applicable federal, state, county, or local taxes for your area. These taxes will apply to certain services and will appear on your monthly billing statement. Additional surcharges, fees, promotions or discounts may apply.*

*All products ordered may not appear on this letter. Please refer to your bill for complete details.*

**You have ordered these services for:**  
**303-555-5555**

Voice Mail Retrieval Number  
 303-555-1234

### Monthly Charges

Prism®	*
High-Speed Internet	\$30.00
Connection speed up to 12Mbps/896Kbps with 12-month term commitment and up to a \$200 early termination fee prorated monthly. Term begins 06-06-2015 and ends 06-06-2016.	

Call Forwarding  
 Caller ID  
 Call Waiting  
 Voice Mail

Account Discount	\$25.00CR
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### One-Time Charges

High-Speed Internet	\$10.00
Standard Technician Install	+
Modem Purchase	\$129.00
Billed in 3 installments	
Discount	\$25.00CR

(continued on reverse)

Hi John Sample,

Thank you for ordering services from CenturyLink. Please take a moment to confirm your order details listed on the left. We appreciate having you as a customer and promise to do everything we can to make your experience the best it can be.

If you need anything, we're here to help you.

- For questions about your order, services or bill, call Customer Service 1-877-628-3617, weekdays from 8:00 a.m. to 6:00 p.m.
- For technical support or repair, call 1-866-314-4148, 24 hours a day, 7 days a week.

Learn more about your services:

- For Prism, tune to channel 411 for highlights and Help On Demand.
- Learn more about your CenturyLink services on the included instructions sheets. You can also find helpful hints online at [centurylink.com/welcome](http://centurylink.com/welcome).

Visit My Account at [centurylink.com/myaccount](http://centurylink.com/myaccount) to securely access your account 24/7, go green with paperless billing, find out what's new and more. Your bill details will be available online after you receive your first bill.

**Please keep this order confirmation for your records.**

### Let us help you understand your bill.

You may see additional charges and fees for a partial month based on the date you placed your order. If you have questions, please give us a call at 1-877-628-3617 or visit [centurylink.com/mybillhelp](http://centurylink.com/mybillhelp).

**Please review the important information enclosed and on the back of this letter about services and terms for use.**



## Order Details

(continued)

**You have ordered these services for:  
303-555-5556**

### Monthly Charges

Basic Service	\$21.00
Caller ID	\$7.95

### One-Time Charges

Basic Service	\$10.00
Jack(s)	\$15.00
Quantity of 3	

**You have ordered these services for:  
303-555-5557**

### Monthly Charges

Basic Service	\$21.00
Call Forwarding	\$7.95
Discount	\$2.99CR

### One-Time Charges

Basic Service	\$10.00
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\* Important details about your Prism® service included on a separate document.

+ Included at no additional charge.

**If you are adding, or changing your individual products to a High-Speed Internet and Home Phone Bundle, you may lose some of the bundle savings you may currently be receiving on your account. These bundle savings may not be available in the future. Also, if applicable, by opting into the Internet and Home Phone Bundle, your previous Price-for-Life promotion on your High-Speed Internet service will no longer apply and is no longer available. This means that the price of your High-Speed Internet service could be subject to future rate increases.**

**Your CenturyLink Prism Service is offered under the CENTURYLINK® PRISM® TV SERVICES RESIDENTIAL CUSTOMER AGREEMENT presented to you at installation.**

If you ordered Verizon Wireless service, you'll receive a separate order confirmation from Verizon Wireless.

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.

Product and service limitations may exist. If a product or service insert or specific instructions to obtain additional information were not provided for your product or service, please contact your CenturyLink Representative or call 1-866-450-6152, referring to your order date and order number, for product or service details, plan and feature restrictions and limitations.

Conditions encountered at installation may require additional labor and equipment charges, which will be listed on your CenturyLink bill.

Your telephone services are billed in advance. Your next bill may include charges for both a full and partial month of service.

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

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

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

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