

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, 2018. 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.

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): 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): 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 repeats the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

Text Telephone (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 Relay

CapTel 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 CapTel 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 CapTel 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, and to support the building of broadband networks in unserved areas. Money from the fund is: (1) used to support basic local phone service in non-competitive areas where costs to provide service are high, allowing local phone rates to remain reasonably comparable across the state, and (2) assigned to a state broadband board and then used to fund the building of broadband networks in unserved areas in Colorado.

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 2.6 percent. 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 or broadband 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 Lifeline credits. The Lifeline discount is available for only one telephone or broadband service per household, and can be on either wireline or wireless service. Broadband speeds must be 15 Mbps download and 2 Mbps upload or faster to qualify. 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 1-855-954-6546 or visit 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. TTY users should call 1-866-290-4236.

8-1-1 Call Before You Dig - 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 business days before digging up your property. This is a free service.

Privacy - CenturyLink is committed to maintaining our customers' privacy. Like most companies, we collect information about our customers and use it to provide our services. We also share it as needed to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it too. Our Privacy Policy describes the information we collect, how we use and share it, the choices you have about our use and sharing, and the steps we take to protect it. You can find our Privacy Policy here <http://www.CenturyLink.com/privacy/> or, if you are unable to access the Internet, write us at Privacy Group, CenturyLink Legal, 100 CenturyLink Drive, Monroe, LA 71203 to request a printed copy.

Phone and Internet Discounts Available to CenturyLink Customers

The South Dakota Public Utilities Commission designated CenturyLink as an Eligible Telecommunications Carrier within its service area for universal service purposes. CenturyLink's basic local service rates for residential voice lines are \$23.25 per month and business services are \$32.00-\$38.40 per month. Specific rates will be provided upon request.

CenturyLink participates in a government benefit program (Lifeline) to make residential telephone or qualifying broadband 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 or qualifying broadband service per household, which can be either wireline or wireless service. Broadband speeds must be 18 Mbps download and 2 Mbps upload or faster to qualify.

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 or broadband 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 1-888-833-9522 or visit centurylink.com/lifeline with questions or to request an application for the Lifeline program.





Louisiana Press Association

404 Europe Street
Baton Rouge, LA 70802-6403
Voice (225) 344-9309 Fax (225) 344-9344

Wednesday, May 30, 2018 10:00 AM

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Invoice

Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	5/30/2018
Client	CenturyLink Lifeline	PO Number	Tribal Qwest SD
Reps	Erin Palmintier	Order	18052CCR_SD

Newspaper

Agency	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
South Dakota Newspaper Services							
SDPA/Chamberlain Central Dakota Times					County	Brule	
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/09/2018	2 x 9	\$7.65	CL		\$0.00 0.0000%	\$137.70
Newspaper Total							\$137.70
Newspaper Net							\$137.70
SDPA/Chamberlain/Oacoma Sun					County	Brule	
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/09/2018	2 x 9	\$7.00	CL		\$0.00 0.0000%	\$126.00
Newspaper Total							\$126.00
Newspaper Net							\$126.00
SDPA/Eagle Butte West River Eagle					County	Dewey/Ziebach	
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/10/2018	2 x 9	\$8.94	CL		\$0.00 0.0000%	\$160.92
Newspaper Total							\$160.92
Newspaper Net							\$160.92
SDPA/Flandreau Moody County Enterprise					County	Moody	
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/09/2018	2 x 9	\$11.47	CL		\$0.00 0.0000%	\$206.46
Newspaper Total							\$206.46
Newspaper Net							\$206.46

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Reps	Erin Palmintier	Order	18052CCR_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/McLaughlin Corson/Sioux Co. News-Messenger							
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/10/2018	2 x 9	\$5.00	CL	\$0.00	0.0000%	\$90.00
Newspaper Total							\$90.00
Newspaper Net							\$90.00
SDPA/Mobridge Tribune							
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/09/2018	2 x 9	\$11.06	CL	\$0.00	0.0000%	\$199.08
Newspaper Total							\$199.08
Newspaper Net							\$199.08
SDPA/Rapid City Native Sun News							
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/09/2018	2 x 9	\$22.29	CL	\$0.00	0.0000%	\$401.22
Newspaper Total							\$401.22
Newspaper Net							\$401.22
SDPA/Sisseton Courier							
CenturyLink offers telephone assistance to individuals living on Tribal Lands	05/08/2018	2 x 9	\$7.94	CL	\$0.00	0.0000%	\$142.92
Newspaper Total							\$142.92
Newspaper Net							\$142.92

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Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	5/30/2018
Client	CenturyLink Lifeline	PO Number	Tribal Qwest SD
Reps	Erin Palmintier	Order	18052CCR_SD

Newspaper

Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Timber Lake Topic						
05/10/2018	2 x 9	\$7.06	CL	Dewey	0.0000%	\$127.08
CenturyLink offers telephone assistance to individuals living on Tribal Lands						
Newspaper Total						\$127.08
Newspaper Net						\$127.08
SDPA/Wilmont Enterprise						
05/10/2018	2 x 9	\$6.18	CL	Roberts	0.0000%	\$111.24
CenturyLink offers telephone assistance to individuals living on Tribal Lands						
Newspaper Total						\$111.24
Newspaper Net						\$111.24
Total Advertising						\$1,702.62
Discounts						\$0.00
Tax: USA						\$0.00
Total Invoice						\$1,702.62
Payments						\$0.00
Adjustments						\$0.00
Balance Due						\$1,702.62

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Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Agency	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
<u>South Dakota Newspaper Services</u>							
SDNPA/Pierre Capital Journal					County	Hughes	
	11/05/2018	2 x 9	\$13.53	CL		\$0.00 0.0000%	\$243.54
					Newspaper Total		\$243.54
					Newspaper Net		\$243.54
SDNPA/Rapid City Journal					County	Pennington	
	11/04/2018	2 x 9	\$65.67	CL		\$0.00 0.0000%	\$1,182.06
					Newspaper Total		\$1,182.06
					Newspaper Net		\$1,182.06
SDNPA/Sioux Falls Argus Leader					County	Minnehaha	
	11/05/2018	3 x 5.3	\$60.04	CL		\$28.57 0.0000%	\$983.21
					Newspaper Total		\$983.21
					Newspaper Net		\$983.21
SDPA/Aberdeen American News					County	Brown	
	11/06/2018	2 x 9	\$35.30	CL		\$0.00 0.0000%	\$635.40
					Newspaper Total		\$635.40
					Newspaper Net		\$635.40
SDPA/Alcester Union & Hudsonite					County	Union	
	11/08/2018	2 x 9	\$5.88	CL		\$0.00 0.0000%	\$105.84
					Newspaper Total		\$105.84
					Newspaper Net		\$105.84
SDPA/Alexandria Herald					County	Hanson	
	11/08/2018	2 x 9	\$4.71	CL		\$0.00 0.0000%	\$84.78
					Newspaper Total		\$84.78
					Newspaper Net		\$84.78

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Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Arlington Sun					County	Brookings/Kingsbury	
	11/08/2018	2 x 9	\$7.06	CL		\$0.00 0.0000%	\$127.08
					Newspaper Total		\$127.08
					Newspaper Net		\$127.08
SDPA/Beresford Republic					County	Lincoln/Union	
	11/08/2018	2 x 9	\$5.88	CL		\$0.00 0.0000%	\$105.84
					Newspaper Total		\$105.84
					Newspaper Net		\$105.84
SDPA/Brandon Valley Challenger					County	Minnehaha	
	11/07/2018	3 x 5.3	\$6.59	CL		\$14.29 0.0000%	\$119.07
					Newspaper Total		\$119.07
					Newspaper Net		\$119.07
SDPA/Brandon Valley Journal					County	Minihana	
	11/07/2018	2 x 9	\$9.41	CL		\$0.00 0.0000%	\$169.38
					Newspaper Total		\$169.38
					Newspaper Net		\$169.38
SDPA/Brookings Register					County	Brookings	
	11/05/2018	2 x 9	\$21.18	CL		\$0.00 0.0000%	\$381.24
					Newspaper Total		\$381.24
					Newspaper Net		\$381.24
SDPA/Bryant Dakotan					County	Hamlin	
	11/07/2018	2 x 9	\$4.71	CL		\$0.00 0.0000%	\$84.78
					Newspaper Total		\$84.78
					Newspaper Net		\$84.78

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Newspaper

Agency	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Canton Sioux Valley News	11/08/2018	2 x 9	\$8.24	CL	County Lincoln	\$0.00 0.0000%	\$148.32
							Newspaper Total \$148.32
							Newspaper Net \$148.32
SDPA/Castlewood Hamlin County Republican	11/07/2018	2 x 9	\$5.88	CL	County Hamlin	\$0.00 0.0000%	\$105.84
							Newspaper Total \$105.84
							Newspaper Net \$105.84
SDPA/Chamberlain Central Dakota Times	11/07/2018	2 x 9	\$7.65	CL	County Brule	\$0.00 0.0000%	\$137.70
							Newspaper Total \$137.70
							Newspaper Net \$137.70
SDPA/Chamberlain/Oacoma Sun	11/07/2018	2 x 9	\$7.00	CL	County Brule	\$0.00 0.0000%	\$126.00
							Newspaper Total \$126.00
							Newspaper Net \$126.00
SDPA/Clark County Courier	11/07/2018	2 x 9	\$8.35	CL	County Clark	\$0.00 0.0000%	\$150.30
							Newspaper Total \$150.30
							Newspaper Net \$150.30
SDPA/Clear Lake Courier	11/07/2018	2 x 9	\$6.88	CL	County Deuel	\$0.00 0.0000%	\$123.84
							Newspaper Total \$123.84
							Newspaper Net \$123.84

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Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Conde Courier	11/07/2018	2 x 9	\$3.82	CL	County Spink	\$0.00 0.0000%	\$68.76
							Newspaper Total \$68.76
							Newspaper Net \$68.76
SDPA/Custer County Chronicle	11/07/2018	2 x 9	\$8.53	CL	County Custer	\$0.00 0.0000%	\$153.54
							Newspaper Total \$153.54
							Newspaper Net \$153.54
SDPA/Dakota Dunes North Sioux City Times	11/07/2018	2 x 9	\$10.59	CL	County union	\$0.00 0.0000%	\$190.62
							Newspaper Total \$190.62
							Newspaper Net \$190.62
SDPA/De Smet News	11/07/2018	2 x 9	\$8.24	CL	County Kingsbury	\$0.00 0.0000%	\$148.32
							Newspaper Total \$148.32
							Newspaper Net \$148.32
SDPA/Dell Rapids Tribune	11/07/2018	3 x 5.3	\$6.59	CL	County Minnehaha	\$14.29 0.0000%	\$119.07
							Newspaper Total \$119.07
							Newspaper Net \$119.07
SDPA/Doland Times-Record	11/07/2018	2 x 9	\$3.82	CL	County Spink	\$0.00 0.0000%	\$68.76
							Newspaper Total \$68.76
							Newspaper Net \$68.76

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Louisiana Press Association

404 Europe Street
Baton Rouge, LA 70802-6403
Voice (225) 344-9309 Fax (225) 344-9344

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Invoice

Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Eagle Butte West River Eagle					County	Dewey/Ziebach	
	11/08/2018	2 x 9	\$8.94	CL		\$0.00 0.0000%	\$160.92
					Newspaper Total		\$160.92
					Newspaper Net		\$160.92
SDPA/Elk Point Southern Union Co. Leader-Courier					County	Union	
	11/08/2018	2 x 9	\$10.59	CL		\$0.00 0.0000%	\$190.62
					Newspaper Total		\$190.62
					Newspaper Net		\$190.62
SDPA/Elkton Record					County	Brookings	
	11/08/2018	2 x 9	\$7.06	CL		\$0.00 0.0000%	\$127.08
					Newspaper Total		\$127.08
					Newspaper Net		\$127.08
SDPA/Emery Enterprise					County	Hanson	
	11/08/2018	2 x 9	\$4.71	CL		\$0.00 0.0000%	\$84.78
					Newspaper Total		\$84.78
					Newspaper Net		\$84.78
SDPA/Estelline Journal					County	Hamlin	
	11/07/2018	2 x 9	\$5.88	CL		\$0.00 0.0000%	\$105.84
					Newspaper Total		\$105.84
					Newspaper Net		\$105.84
SDPA/Faulkton Faulk Co. Record					County	Faulk	
	11/07/2018	2 x 9	\$5.29	CL		\$0.00 0.0000%	\$95.22
					Newspaper Total		\$95.22
					Newspaper Net		\$95.22

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Invoice

Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Agency	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Flandreau Moody County Enterprise	11/07/2018	2 x 9	\$11.47	CL	Moody	0.0000%	\$206.46
					County		
							Newspaper Total
							Newspaper Net
SDPA/Garretson Gazette	11/08/2018	2 x 9	\$5.29	CL	Minnehaha	0.0000%	\$95.22
					County		
							Newspaper Total
							Newspaper Net
SDPA/Groton Dakota Press	11/07/2018	2 x 9	\$5.59	CL	Brown	0.0000%	\$100.62
					County		
							Newspaper Total
							Newspaper Net
SDPA/Hayti Hamlin Co. Herald-Enterprise	11/07/2018	2 x 9	\$5.88	CL	Hamlin	0.0000%	\$105.84
					County		
							Newspaper Total
							Newspaper Net
SDPA/Hill City Prevailer News	11/07/2018	2 x 9	\$7.94	CL	Pennington	0.0000%	\$142.92
					County		
							Newspaper Total
							Newspaper Net
SDPA/Howard Miner Co. Pioneer	11/08/2018	2 x 9	\$6.65	CL	Miner	0.0000%	\$119.70
					County		
							Newspaper Total
							Newspaper Net

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Invoice

Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Huron Plainsman					County	Beadle	
	11/06/2018	2 x 9	\$19.47	CL		\$0.00 0.0000%	\$350.46
					Newspaper Total		\$350.46
					Newspaper Net		\$350.46
SDPA/Ipswich Tribune					County	Edmunds	
	11/07/2018	2 x 9	\$4.59	CL		\$0.00 0.0000%	\$82.62
					Newspaper Total		\$82.62
					Newspaper Net		\$82.62
SDPA/Lake Preston Times					County	Kingsbury	
	11/07/2018	2 x 9	\$7.06	CL		\$0.00 0.0000%	\$127.08
					Newspaper Total		\$127.08
					Newspaper Net		\$127.08
SDPA/Lemmon Dakota Herald					County	Perkins	
	11/05/2018	2 x 9	\$7.65	CL		\$0.00 0.0000%	\$137.70
					Newspaper Total		\$137.70
					Newspaper Net		\$137.70
SDPA/Lennox Independent					County	Lincoln	
	11/08/2018	2 x 9	\$5.00	CL		\$0.00 0.0000%	\$90.00
					Newspaper Total		\$90.00
					Newspaper Net		\$90.00
SDPA/Leola McPherson County Herald					County	McPherson	
	11/07/2018	2 x 9	\$4.12	CL		\$0.00 0.0000%	\$74.16
					Newspaper Total		\$74.16
					Newspaper Net		\$74.16

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Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Madison Daily Leader					County	Lake	
	11/05/2018	2 x 9	\$8.76	CL		\$0.00 0.0000%	\$157.68
					Newspaper Total		\$157.68
					Newspaper Net		\$157.68
SDPA/McLaughlin Corson/Sioux Co. News-Messenger					County	Corson	
	11/08/2018	2 x 9	\$5.00	CL		\$0.00 0.0000%	\$90.00
					Newspaper Total		\$90.00
					Newspaper Net		\$90.00
SDPA/Milbank Grant County Review					County	Grant	
	11/07/2018	2 x 9	\$8.82	CL		\$0.00 0.0000%	\$158.76
					Newspaper Total		\$158.76
					Newspaper Net		\$158.76
SDPA/Miller Press					County	Hand	
	11/07/2018	2 x 9	\$10.29	CL		\$0.00 0.0000%	\$185.22
					Newspaper Total		\$185.22
					Newspaper Net		\$185.22
SDPA/Minnehaha Messenger					County	Minnehaha	
	11/08/2018	2 x 9	\$4.71	CL		\$0.00 0.0000%	\$84.78
					Newspaper Total		\$84.78
					Newspaper Net		\$84.78
SDPA/Mitchell Daily Republic					County	Davison	
	11/05/2018	2 x 9	\$23.12	CL		\$0.00 0.0000%	\$416.16
					Newspaper Total		\$416.16
					Newspaper Net		\$416.16

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Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Mobridge Tribune	11/07/2018	2 x 9	\$11.06	CL	Walworth	0.0000%	\$199.08
					County		
							Newspaper Total
							Newspaper Net
SDPA/Montrose Herald	11/09/2018	2 x 9	\$4.71	CL	McCook	0.0000%	\$84.78
					County		
							Newspaper Total
							Newspaper Net
SDPA/Onida Watchman	11/08/2018	2 x 9	\$6.47	CL	Sully	0.0000%	\$116.46
					County		
							Newspaper Total
							Newspaper Net
SDPA/Pennington Co. Courant	11/08/2018	2 x 9	\$7.59	CL	Pennington	0.0000%	\$136.62
					County		
							Newspaper Total
							Newspaper Net
SDPA/Plankinton South Dakota Mail	11/08/2018	2 x 9	\$6.76	CL	Aurora	0.0000%	\$121.68
					County		
							Newspaper Total
							Newspaper Net
SDPA/Pollock Prairie Pioneer	11/08/2018	2 x 9	\$9.41	CL	Campbell	0.0000%	\$169.38
					County		
							Newspaper Total
							Newspaper Net

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Invoice

Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Agency	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Presho Lyman Co. Herald	11/07/2018	2 x 9	\$7.00	CL	Lyman	0.0000%	\$126.00
					County		
							Newspaper Total
							Newspaper Net
SDPA/Redfield Press	11/07/2018	2 x 9	\$9.41	CL	Spink	0.0000%	\$169.38
					County		
							Newspaper Total
							Newspaper Net
SDPA/Spearfish Black Hills Pioneer	11/05/2018	2 x 9	\$16.18	CL	Lawrence	0.0000%	\$291.24
					County		
							Newspaper Total
							Newspaper Net
SDPA/Tea Weekly	11/09/2018	2 x 9	\$5.00	CL	Lincoln	0.0000%	\$90.00
					County		
							Newspaper Total
							Newspaper Net
SDPA/Timber Lake Topic	11/08/2018	2 x 9	\$7.06	CL	Dewey	0.0000%	\$127.08
					County		
							Newspaper Total
							Newspaper Net
SDPA/Tyndall Tribune and Register	11/07/2018	2 x 9	\$5.67	CL	Bon Homme	0.0000%	\$102.06
					County		
							Newspaper Total
							Newspaper Net

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Agency	Jennifer Mercer CenturyLink Lifeline 100 CenturyLink Drive Mailstop: 6TS115 Monroe, LA 71203-	Invoice Date	11/30/2018
Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Vermillion Plain Talk					County	Clay	
	11/09/2018	2 x 9	\$10.00	CL		\$0.00 0.0000%	\$180.00
					Newspaper Total		\$180.00
					Newspaper Net		\$180.00
SDPA/Volga Tribune					County	Brookings	
	11/08/2018	2 x 9	\$7.06	CL		\$0.00 0.0000%	\$127.08
					Newspaper Total		\$127.08
					Newspaper Net		\$127.08
SDPA/Watertown Public Opinion					County	Codington	
	11/05/2018	2 x 9	\$21.53	CL		\$14.12 0.0000%	\$401.66
					Newspaper Total		\$401.66
					Newspaper Net		\$401.66
SDPA/Waubay Clipper					County	Day	
	11/10/2018	2 x 9	\$7.06	CL		\$0.00 0.0000%	\$127.08
					Newspaper Total		\$127.08
					Newspaper Net		\$127.08
SDPA/Wessington Springs True Dakotan					County	Beadle/Hand	
	11/06/2018	2 x 9	\$7.35	CL		\$0.00 0.0000%	\$132.30
					Newspaper Total		\$132.30
					Newspaper Net		\$132.30
SDPA/Wilmont Enterprise					County	Roberts	
	11/08/2018	2 x 9	\$6.18	CL		\$0.00 0.0000%	\$111.24
					Newspaper Total		\$111.24
					Newspaper Net		\$111.24

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Client	CenturyLink Lifeline	PO Number	SD Qwest notices
Reps	Erin Palmintier Pou	Order	18112CC0_SD

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
SDPA/Woonsocket Weekly Journal					County	Sanborn	
	11/08/2018	2 x 9	\$5.59	CL		\$0.00 0.0000%	\$100.62
					Newspaper Total		\$100.62
					Newspaper Net		\$100.62
SDPA/Yankton County Observer					County	Yankton	
	11/09/2018	2 x 9	\$8.24	CL		\$0.00 0.0000%	\$148.32
					Newspaper Total		\$148.32
					Newspaper Net		\$148.32
SDPA/Yankton Daily Press Dakotan					County	Yankton	
	11/05/2018	2 x 9	\$21.59	CL		\$0.00 0.0000%	\$388.62
					Newspaper Total		\$388.62
					Newspaper Net		\$388.62
Total Advertising							\$12,703.81
Discounts							\$0.00
Misc Charge							\$0.00
Tax: USA							\$0.00
Total Invoice							\$12,703.81
Payments							\$0.00
Adjustments							\$0.00
Balance Due							\$12,703.81

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**ATTACHMENT G
NEWSPAPER NOTICE LIST**

SOUTH DAKOTA NEWSPAPERS	MONTH SENT
Aberdeen American News	Nov-18
Alcester Union & Hudsonite	Nov-18
Alexandria Herald	Nov-18
Arlington Sun	Nov-18
Belle Fourche Butte Co. Post	Nov-18
Beresford Republic	Nov-18
Brandon Valley Challenger	Nov-18
Brookings Register	Nov-18
Bryant Dakotan	Nov-18
Canton Sioux Valley News	Nov-18
Castlewood Hamlin county Republican	Nov-18
Chamberlain Central Dakota Times	May-18 & Nov-18
Chamberlain/Oacoma Sun	May-18 & Nov-18
Clark County Courier	Nov-18
Clear Lake Courier	Nov-18
Conde Courier	Nov-18
Custer County Chronicle	Nov-18
Dakota Dunes North Sioux City Times	Nov-18
De Smet News	Nov-18
Dell Rapids Tribune	Nov-18
Doland Times-Record	Nov-18
Eagle Butte West River Eagle	May-18 & Nov-18
Elk Point Southern Union Co. Leader-Courier	Nov-18
Elkton Record	Nov-18
Emery Enterprise	Nov-18
Estelline Journal	Nov-18
Faulkton Faulk Co. Record	Nov-18
Flandreau Moody County Enterprise	May-18 & Nov-18
Garretson Gazette	Nov-18
Groton Dakota Press	Nov-18
Hayti Hamlin Co. Herald-Enterprise	Nov-18
Hill City Prevailer News	Nov-18
Howard Miner Co. Pioneer	Nov-18
Huron Plainsman	Nov-18
Ipswich Tribune	Nov-18
Lake Preston Times	Nov-18
Lemmon Dakota Herald	Nov-18
Lennox Independent	Nov-18
Leola McPherson County Herald	Nov-18
Madison Daily Leader	Nov-18
McLaughlin Corson/Sioux Co. News-Messenger	May-18 & Nov-18
Milbank Grant County Review	Nov-18
Miller Press	Nov-18

**ATTACHMENT G
NEWSPAPER NOTICE LIST**

SOUTH DAKOTA NEWSPAPERS	MONTH SENT
Minnehaha Messenger	Nov-18
Mitchell Daily Republic	Nov-18
Mobridge Tribune	May-18 & Nov-18
Montrose Herald	Nov-18
New Underwood Post/Revelette Pub.	Nov-18
Onida Watchman	Nov-18
Pierre Capital Journal	Nov-18
Plankinton South Dakota Mail	Nov-18
Pollock Prairie Pioneer	Nov-18
Presho Lyman Co. Herald	Nov-18
Rapid City Journal	Nov-18
Rapid City Native Sun News	May-18
Redfield Press	Nov-18
Sioux Falls Argus Leader	Nov-18
Sisseton Courier	May-18
Spearfish Black Hills Pioneer	Nov-18
Sturgis Meade Co. Times Tribune	Nov-18
Tea Weekly	Nov-18
Timber Lake Topic	Nov-18
Tyndall Tribune and Register	Nov-18
Vermillion Plain Talk	Nov-18
Volga Tribune	Nov-18
Watertown Public Opinion	Nov-18
Waubay Clipper	Nov-18
Wessington Springs True Dakotan	Nov-18
Wilmont	Nov-18
Wilmont Enterprise	May-18
Woonsocket Weekly Journal	Nov-18
Yankton County Observer	Nov-18
Yankton Daily Press Dakotan	Nov-18

LIFELINE WEB LINK

<http://www.centurylink.com/LifeLine/>

Lifeline

Support programs for qualifying low-income customers

Overview

Qualify

Apply

Overview

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service purchased from participating providers in the marketplace. Subscribers can also purchase discounted broadband from participating providers. The discounts, which can be applied to stand-alone broadband, bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service - help ensure that low-income consumers can afford 21st-century broadband and the access it provides to jobs, education and opportunities.

You can only use Lifeline for either phone or broadband, but not both.

- Lifeline discounts on voice services are available to participants of both state and federally recognized aid programs.
- Lifeline discounts on broadband services are available to participants of federally-recognized aid programs and is limited to certain broadband services. Broadband speeds must be 15 Mbps download and 2 Mbps upload or faster to qualify.
- If you purchase voice and qualifying broadband services, the federal Lifeline discount will apply to your qualifying broadband service.
- If you purchase voice service and a non-qualifying broadband service, you may receive both state and federal Lifeline discounts on your voice service.

Standard Lifeline—provides federal monthly support of \$9.25. In some states, additional monthly support is also available

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

COMMUNITY

□ Foundation

□ CenturyLink and the Environment

□ Sponsorships

□ Diversity

□ Community Development Programs

Programs for Customers with Disabilities

Lifeline

E-Rate

Refer a Friend Reward Program

□ Success Stories

recognized Tribal lands.

How do I qualify for a Lifeline discount?

Lifeline is available to qualified customers in every U.S. state. Qualification requirements vary by state. Select your state from the drop down box below in order to obtain state specific information on how to apply.

Please be aware that only one Lifeline discount is available per household, even if the household has more than one telephone or broadband account, including landline or wireless 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. The Lifeline discount is not transferable and only eligible customers may enroll in the program. Documentation of eligibility is required to enroll. Customers who willfully make false statements in order to obtain Lifeline service can be punished by fine or imprisonment and can be barred from the program.

How to apply for Lifeline assistance

[Applying for Lifeline - Frequently Asked Questions](#)

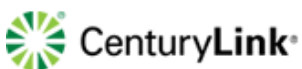
[Examples of Qualifying Documentation](#)

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

Choose:

Get Connected.

See what's next for CenturyLink.



Change Order Confirmation

Thank you for choosing CenturyLink.

We value our customers and promise to do everything we can to make your experience the best it can be and to help you make the most of your new service. To learn more about your CenturyLink services and to easily manage your account online, visit centurylink.com.



This letter is to confirm only the recent changes made to your account, as your other CenturyLink services remain unchanged. If you have questions, we would be happy to hear from you. **This is not a bill.**

Account Information and Order Confirmation



Total Account Discounts

CenturyLink High-Speed Internet Discount



BILL ESTIMATE



Total First Month Bill Charges



Total first month bill charges include recent order activity above and applicable partial monthly taxes, fees, charges and discounts.



Total Next Month Bill Charges



Estimated charges for next month's bill.

If you need anything, we're here to help you. For questions about your order, services or bill, call Customer Service at 866-450-6152, weekdays from 8:00 a.m. to 6:00 p.m. Central Time or visit www.centurylink.com/welcome.

For technical support or repair, call 800-573-1311, 24 hours a day, 7 days a week.

Please keep this order confirmation for your records.

IMPORTANT INFORMATION

When contacting us refer to:

Order Date:



Order Number:



Account Number:



3-Digit Account Code:

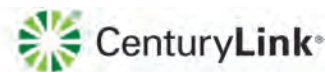


ACCOUNT ADJUSTMENTS

Adjustments occur due to changes made to your services or applications of prior payments and discounts in the billing cycle before your new service was activated.


ABOUT YOUR BILL

The bill you receive with your new service may be higher than future bills due to Prorated Charges for partial month service, delayed charges, and/or full monthly charges. In most instances, all charges should be reconciled by your next billing cycle.



My CenturyLink Mobile App
Access Your Account
Anywhere, 24/7.

Download the free
My CenturyLink mobile
app to get started.



- Easy sign-up for AutoPay and Paperless Billing
- View and pay your bill
- Manage your account in one place on your personal phone or device.

ONLINE RESOURCES

We have you covered online!
To learn more about your services, visit centurylink.com/welcome
For instructions on how set up and use Voicemail, visit centurylink.com/help
For equipment warranty and returns, visit centurylink.com/help
For descriptions of taxes, fees, and surcharges, visit centurylink.com/feesandtaxes

In certain instances, Total Monthly Charges may not include all applicable federal, state, county or local taxes for your area or applicable fees and discounts. Please see your bill for complete details.

If you are currently receiving a promotional monthly discount and/or have a term commitment (which requires you to keep your service for a specific period of time to avoid losing a discount or incurring early termination charges), this paragraph applies to you. The monthly rates, fees, and discounts in effect when you subscribe to your services will apply until expiration of applicable term commitment or promotional periods. After completion of applicable term commitment or promotional periods, your monthly rates and fees for services will increase, without further notice from CenturyLink, to the then-current, non-discounted amounts. If you add or change services in the future, you may lose certain bundle savings or promotions you currently receive on your account. Any bundle discounts or promotions listed in the Account Information and Order Confirmation section above may not be available in the future. Any services you add or change in the future also may be subject to additional term commitment periods, early termination charges and the then-current monthly rates and fees. Subject to the terms and conditions for your services, CenturyLink may periodically adjust rates to cover video content costs, network fees, etc. in order to provide state-of-the-art-service to our customers.

If you are not receiving a promotional monthly discount or do not have a term commitment requirement, the above two paragraphs do not apply to you. However, if you selected a month to month offer with set monthly rates for services, please understand the following limitations on that offer: (1) you must remain in good standing with CenturyLink at all times; and (2) the offer terminates if you change your account in any way, including a change to the service address (even if the offer or your plan is available at the new address), any change to the service, service suspension (including, if residential, moving to Vacation service status), or service disconnection for any reason. If you select a different offer in the future, you will lose the benefits and discounts associated with your current offer. Also, when you select a different offer, you then may be subject to additional taxes, fees, and surcharges, and changes in your monthly rate.

Other than promotional discounts, month to month plans with set monthly rates for services and monthly rates offered with a term commitment, your monthly rates for services, leased equipment, fees, or surcharges are not guaranteed and may increase during the time of your service.

In some areas, a telephone landline is part of the Pure Broadband service for data connection and 911 services, and applicable taxes, fees, and surcharges (including federal and state Universal Service Fund surcharges and 911 surcharges) will apply.

Your state permits you to cancel new services within 3 days following your receipt of this Confirmation of Services Letter. If you choose to terminate your new services within this time period, you will not incur any cancellation charges or disconnect fees. If you believe there is a discrepancy between the amounts listed here and what you were quoted at the point of sale, please contact Customer Service at the numbers in this letter within 30 days from the date of this letter.

ADDITIONAL INFORMATION AND TERMS AND CONDITIONS OF YOUR SERVICE

The applicable terms and conditions for the CenturyLink residential services you have purchased are posted at www.centurylink.com/terms. The applicable terms and conditions for the CenturyLink business services you have purchased are posted at www.centurylink.com/aboutus/legal/terms-and-conditions/business-products-and-services.html.

By purchasing or using the products and services you have ordered, you accept and agree to be bound by the applicable terms and conditions. These terms and conditions include, among other services, the CenturyLink High Speed Internet Subscriber Agreement for High-Speed Internet services (specifically posted at: www.centurylink.com/legal/highspeedinternetsubscriberagreement), and the CenturyLink Prism TV Subscriber Agreement for Prism TV services (specifically posted at: www.centurylink.com/legal/prismsubscriberagreement). Please carefully review your terms and conditions. They contain a number of important provisions, including arbitration of dispute provisions, limits on CenturyLink's liability, and CenturyLink's disclaimer of warranties. If you do not accept them, do not use the services and instead contact Customer Service at the numbers listed in this letter to cancel your services immediately.

Additional information about your residential services terms and how those services operate is posted at www.centurylink.com/welcome. This information includes guides for your services and associated features like CenturyLink @Ease and voice options. For business services, please visit www.centurylink.com/bizwelcome.

If you ordered DIRECTV services or services from a third-party provider other than CenturyLink, you will receive separate order, service confirmation information, and applicable service terms and conditions from that provider.

Services you select that are charged on a per-use basis, such as Pay-Per-View television service or per use or minute voice services (and any taxes, fees, or surcharges associated with such per-use services), will be in addition to the Total Monthly Charges and will be billed separately from your standard monthly charges. Such charges will be assessed to you according to the applicable service terms and conditions.

Continued...

If you have purchased traditional or digital voice service but have not selected a specific international plan, international long-distance calls you place will be charged at our base rate for international calls which varies by the country you call and the time of day. Please visit www.centurylink.com/tariffs or call for our most current rates and offers.

Information regarding CenturyLink policies, including billing, payment and customer service is found at: www.centurylink.com/Pages/Support/ and also may be provided to you by contacting Customer Service at the numbers listed in this letter. If you have a dispute with CenturyLink for any reason, including payment issues or service-related reasons, please refer to the applicable terms and conditions for information about your dispute resolution process or contact Customer Service at the numbers listed in this letter.

Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information, please review your residential terms and conditions posted at www.centurylink.com/terms or business terms and conditions posted at www.centurylink.com/aboutus/legal/terms-and-conditions/business-products-and-services.html.

Your use of CenturyLink services is subject to your compliance with CenturyLink policies posted at www.centurylink.com/aboutus/legal/, including the Acceptable Use Policy, Copyright and Trademark policies, and Electronic and Online Payment Terms and Conditions. These policies describe, among other things, acceptable uses and protection of services, how we protect intellectual property rights, and how your online payments are handled. You also acknowledge the CenturyLink Privacy Policy, posted at www.centurylink.com/aboutus/legal/privacy-policy.html, which describes how CenturyLink handles and protects your information, including customer proprietary network information, and how we market and communicate with you.

Information regarding CenturyLink's protections against unauthorized billing charges ("cramming"), selection of telecommunications utilities ("slamming"), and your rights as a CenturyLink customer is also available at www.centurylink.com/Pages/Support/.

You also may see third-party charges on your CenturyLink bill. Third-party charges are generally charges from a company other than CenturyLink or its affiliated companies that provides a product or service to residential or business customers for which billing is made on CenturyLink's bills. Examples of these charges are charitable contributions, long distance services, or other non-telecommunications charges generally assessed from companies other than CenturyLink. Third-party charges are located on the first page summary of your CenturyLink bill under the section titled, 'Other Companies' or 'Third Party Providers'. The charges are broken out in detail on the last pages of the bill. You may contact Customer Service at the numbers listed in this letter or the numbers listed on your CenturyLink bill to report an unauthorized third-party charge, and CenturyLink will remove the charge from your bill. To help prevent unwanted third-party charges on your bill, please contact Customer Service and request our third-party bill blocking service. It is provided upon request at no charge.

Telephone assistance plans help low-income citizens with the costs of residential telephone service, including Lifeline programs. Eligibility is dependent upon income guidelines and other criteria. For more specific information on these programs and any questions about the TTY (Telecommunication Services for the Deaf) program, please call CenturyLink at the Customer Care Center number listed on page one of this letter.

For customer inquiries, please write to CenturyLink, Attn: Customer Service, 100 CenturyLink Drive, Monroe, Louisiana 71203.

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