

**CENTURYTEL OF OHIO, INC. d/b/a CENTURYLINK
CUSTOMER NOTICE**

In compliance with OAC 4901:1-6-07 Customer Notice Requirements, CenturyTel of Ohio, Inc. d/b/a CenturyLink will send the following direct mail notices beginning May 26, 2020.



**PLEASE READ THIS NOTICE CAREFULLY
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR CENTURYLINK
DIGITAL HOME PHONE SERVICE SUBSCRIBER AGREEMENT.**

We're sending this notification to let you know that we made changes to your CenturyLink Digital Home Phone Service (DHP) Subscriber Agreement effective July 17, 2020.

If you do not agree to the Updated DHP Subscriber Agreement, then you must take the steps discussed below by July 16, 2020.

Based on your CenturyLink Digital Home Phone Service Subscriber Agreement ("DHP Subscriber Agreement") with us, we want to remind you that you're billed in advance for recurring monthly charges associated with your Digital Home Phone (DHP) service, including charges for equipment leases and value-added services ("DHP Services"), and the applicable taxes and fees for these items.

What changed?

Effective after July 17, 2020, subject to applicable laws, we updated your DHP Subscriber Agreement ("Updated DHP Subscriber Agreement") to state that your DHP Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel DHP Services.

There are other changes related to how we may assess fees applicable to DHP Services or equipment and may adjust charges and fees at the end of promotional or term commitment periods. Please read the entire Updated DHP Subscriber Agreement carefully. The Updated DHP Subscriber Agreement is available at <http://www.centurylink.com/legal/cvoipsubscriberagreement>.

If you do not agree to be bound by the Updated DHP Subscriber Agreement, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your DHP Services. If you instead continue to use your DHP Services, that will constitute your acceptance of the Updated DHP Subscriber Agreement.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

**PLEASE READ THIS NOTICE CAREFULLY.
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR
CENTURYLINK HIGH-SPEED INTERNET SUBSCRIBER AGREEMENT**

Dear CenturyLink Customer,

We're sending this notification to let you know that we made changes to your CenturyLink High-Speed Internet (HSI) Subscriber Agreement effective July 17, 2020.

If you do not agree to the Updated HSI Subscriber Agreement, then you must take the steps discussed below by July 16, 2020.

Based on your CenturyLink High-Speed Internet Subscriber Agreement ("HSI Subscriber Agreement") with us, we want to remind you that you're billed in advance for recurring monthly charges associated with your High-Speed Internet (HSI) service, including charges for @ease service, Secure WiFi service, static IP service, and modem leases ("HSI Services"), and the applicable taxes and fees for these items.

What changed?

Effective after July 17, 2020, subject to applicable laws, we updated your HSI Subscriber Agreement ("Updated HSI Subscriber Agreement") to state that your HSI Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel HSI Services.

There are other changes related to how we may assess fees applicable to HSI Services or equipment and may adjust charges and fees at the end of promotional or term commitment periods. Please read the entire Updated HSI Subscriber Agreement carefully. The Updated HSI Subscriber Agreement is available at <http://www.centurylink.com/legal/highspeedinternetsubscriberagreement/>.

If you do not agree to be bound by the Updated HSI Subscriber Agreement, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your HSI Services. If you instead continue to use your HSI Services, that will constitute your acceptance of the Updated HSI Subscriber Agreement.

Please see the reverse side of this letter for important information regarding your CenturyLink Voice Services.



**PLEASE READ THIS NOTICE CAREFULLY.
THIS IS AN IMPORTANT NOTICE REGARDING CHANGES TO YOUR
CENTURYLINK VOICE SERVICES**

This notification is to let you know that we are making changes that affect your CenturyLink voice services effective July 17, 2020.

If you do not agree to the changes to tariffs, catalogs, schedules, and other terms and conditions, then you must take the steps discussed below by July 16, 2020.

Based on applicable tariffs, catalogs, schedules and other terms and conditions, we want to remind you that you're billed in advance for recurring monthly charges associated with your voice services, including charges for features including but not limited to caller ID and voicemail ("Voice Services"), and the applicable taxes and fees for these items.

What will change?

As of July 17, 2020, or as soon after that date as authorized by state regulatory commissions, your Voice Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel Voice Services.

If you do not agree to be bound by the updated tariffs, catalogs, and rate schedules, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your Voice Services. If you instead continue to use your Voice Services, that will constitute your acceptance of the updated tariffs, catalogs, and rate schedules.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.



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If you do not agree to the changes to tariffs, catalogs, schedules, and other terms and conditions, then you must take the steps discussed below by July 16, 2020.

Based on applicable tariffs, catalogs, schedules and other terms and conditions, we want to remind you that you're billed in advance for recurring monthly charges associated with your voice services, including charges for features including but not limited to caller ID and voicemail ("Voice Services"), and the applicable taxes and fees for these items.

What changed?

As of July 17, 2020, or as soon after that date as authorized by state regulatory commissions, your Voice Services and applicable taxes and fees will not be prorated if you cancel these services on any day other than the last day of your billing cycle. These services will continue to be available to you until the end of your billing cycle and you will not receive a refund (pro-rated credits) for any days remaining in your billing cycle after you cancel Voice Services.

If you do not agree to be bound by the updated tariffs, catalogs, and rate schedules, please call CenturyLink at 1-855-538-9451 by **July 16, 2020** to discuss options, which may include cancellation of your Voice Services. If you instead continue to use your Voice Services, that will constitute your acceptance of the updated tariffs, catalogs, and rate schedules.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

CUSTOMER NOTICE AFFIDAVIT

STATE OF KANSAS

SS

COUNTY OF JOHNSON

AFFIDAVIT

I, Robyn Crichton, am an authorized agent of the applicant corporation, CenturyTel of Ohio, Inc. d/b/a CenturyLink and am authorized to make this statement on its behalf. I attest that customer notices accompanying this affidavit were sent to affected customers through direct mail beginning May 26, 2020 in accordance with Rule 4901:1-6-07 (C), Ohio Administrative Code. I declare under penalty of perjury that the foregoing is true and correct.

Executed on June 15, 2020, Olathe, Kansas 66061

Robyn M Crichton

Robyn M. Crichton

June 15, 2020

(Date)

Subscribed and sworn to before me this

Linda K. Joseph

Notary Public

My Commission Expires: October 19, 2022

Notary Public State of Kansas Pursuant to Kansas
E.O. No. 20-20 and 20-28

My Appt. Exp.

