

Customer Service: 866.795.7916  
Fax: 877.671.5021  
100 CenturyLink Dr, Monroe, LA 71203



CenturyLink™

## **DISCLOSURES FOR PREPAID APPLICANTS:**

The prepaid local service bundle you are considering is regulated by the Public Utilities Commission of Ohio (PUCO). The PUCO requires that we disclose certain information to all customers. By initialing this document, you are verifying that this information was provided to you by CenturyLink or its agent.

The Service Agreement and Letter of Agency (LOA) discussed with you includes the amount of money you will pay in order to initiate the prepaid service.

You will receive a service confirmation letter (also called a Welcome Letter) within ten business days of initiating service – in addition, you will receive a statement containing information about what to pay, where to pay and when to pay if you wish to continue receiving the prepaid local service bundle.

There are federal and state telephone assistance programs (Lifeline) available for income-eligible residential customers. If you owe CenturyLink for past due local services, you can still apply for Lifeline service by paying \$25 plus paying for past due local service in six installments.

Stand-alone basic local exchange service is available for approximately \$21 a month (this includes surcharges, fees and estimated taxes) and depending on a customer's credit, a deposit of at least \$50 or guarantor may be required. This deposit will be returned if the customer makes timely payments for a 12 month period. Also, a \$29.00 service installation charge will apply – the \$29.00 service installation charge can be divided over three billing periods at the customer request. If you owe CenturyLink for past bills, repayment of all past due regulated charges will be required before service can be established.

As indicated in your service agreement, directory assistance (DA) through 411 is blocked because it would cause you to incur additional charges. However, there are free DA services available. You can call 1-800-free411 (1-800-373-3411), you will be provided with a local phone book and you can access a number of free phone look-up options at the local library and on the Internet.

I have read and understand these disclosures.

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Customer Signature

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Form CTL  
 CTL 9/08

## Prepaid Local Telephone New Service/Conversion Application

Your First Name	Middle Name:	Last Name:
Physical Street Address:	Apartment Number:	Apartment Complex Name:
Have you had service at this address before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes... How long ago: _____	Name of previous telephone company: CenturyLink <input type="checkbox"/>	Other: _____
Previous area code & phone number at this address: _____		
Very Important Telephone number where you can be reached between 8am-5pm Monday-Friday _____		

<b>Service Plan:</b>	Prepaid Local Line	
<b>Optional Services:</b>	(Optional services and feature availability varies by market)	
Caller ID Name & Number	Included FREE	
Call Waiting	Included FREE	
Call Forward	Included FREE	
Non Pub Number	Rate varies by state	
Carrier Block	Optional – FREE	
60 Minutes of Long Distance (LD)	Included Free	<b>Monthly Payment \$</b> _____ <small>Taxes &amp; fees may not be included</small>
Prepaid LD 2000	\$15.00/mo	
Prepaid LD 250	\$5.00/mo	

NEW ORDER / LOA. I understand I am entering into a contractual arrangement with CenturyLink, Inc. to act as my communications representative for all negotiations with local and long distance telecommunication carriers/providers. I also understand that my signature on this application acknowledges my authorization to allow CenturyLink, Inc. to handle all negotiations for service requests and the issuance of orders on my telephone service at the address I have provided on this agreement and on the phone number issued me by Budget Phone until further notice. If available and marked below, I authorize CenturyLink to install a carrier block on the issued phone number for all services for which I have contracted, including local, intraLATA and/or long distance services, to protect against an unauthorized change in my services without my expressed consent. I understand that carrier block removal may involve a charge to me and that I will be unable to make a carrier change unless I lift the carrier block. I have read CenturyLink's Customer Service Agreement and agree to the provisions therein. I certify that all information provided here is true and correct. Please read entire form before signing.

Applicant's Signature \_\_\_\_\_ Optional Carrier Block:  Yes  No Date: \_\_\_\_\_

LETTER OF AGENCY (PLEASE READ CAREFULLY) Telephone Line affected by this change: \_\_\_\_\_

I, \_\_\_\_\_, who reside at \_\_\_\_\_, acknowledge that CenturyLink, Inc.'s Prepaid Local Telephone Service Application and Proposed Contract covers phone number \_\_\_\_\_. I want to change my preferred carrier to CenturyLink for all services for which I have contracted, including local, IntraLATA and/or long distance service, and I designate CenturyLink to act as my agent for the preferred carrier change. I further request my current service provider to remove any preferred carrier freeze on my account. I understand that this preferred carrier change and any future preferred carrier change may involve a charge to me. A description of any and all terms, conditions, and charges that I will incur, including the rate, calling plan and other optional services is clearly set forth on the CenturyLink Prepaid Local Telephone Service Application attached hereto, and I fully understand all charges that I am to be assessed.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<b>For Agent Use Only:</b>		
Estimated Service Date:	Tracking #:	New Customer Phone Number:
_____	_____	_____

## CUSTOMER SERVICE AGREEMENT

The Prepaid Telephone Service Application on the reverse side including the New Order/LOA and Letter of Agent together with this Customer Service Agreement (collectively "Agreement") constitute the entire agreement between CenturyLink, Inc. ("Company") and the person whose name appears on the reverse side of this document ("Customer") for prepaid local telephone service and long distance service as restricted herein ("Service") on the terms and conditions set forth in this Agreement.

1. By signing either side of this Agreement, the Customer acknowledges and agrees that he has read this Agreement in its entirety or had this Agreement read to him and that he fully understands and agrees to the terms and conditions of this Agreement.
2. Customer requests that Company establish Service in his residence at the address stated on the reverse side of this page. Customer understands that any questions about Service, including procedures for removal of carrier blocks shall be directed to the Company at the address shown below or by calling the toll-free number shown below. Company liability is limited pursuant to Company's approved state tariff. Customer acknowledges that features and packages vary by market and that Company reserves the right, at its sole discretion, to modify or substitute services offered.
3. Customer understands and agrees that Company is agreeing to provide basic local exchange service and certain long distance service on a prepaid basis only and that subscription requires the use of blocking (including but not limited to, toll restriction, collect and 3rd party blocking, 0+/- blocking, directory assistance blocking, blocking of pay-per-use services and measured expanded local calling services, in lieu of credit checks and/ or deposits. Customer acknowledges that blocking does not relieve the Customer of responsibility for charges associated with blocked services and agrees to promptly pay for charges that accrue for the use of these services. Customer acknowledges and agrees that long distance is for residential voice telephone service within the continental United States only and excludes chat rooms, telemarketing, commercial, facsimile (commercial), resale, dial-up or DSL internet, automated dialing, 900 numbers, special interest lines, and any other use deemed non-residential by the Company. Each active account will be provisioned with 60 minutes of domestic long distance per bill cycle at no charge Long distance services are accessed via a toll free phone number. Long Distance usage will be restricted on accounts that are not paid in full by their due date. Customers will have the option to purchase 2,000 minutes of Long Distance Prepaid service for \$15.00 per month or 250 minutes of Long Distance Prepaid service for \$5.00 per month. Unused long distance minutes do not carry over to the next month. All taxes, fees, and other applicable charges levied by the Company or governmental agency shall be the responsibility of the Customer. Customer voluntarily waives the inclusion of usage details ("detail billing") with their monthly statement. Customer understands and agrees that they may contact the Company, at the number found below, and request a copy of usage details and that provision of usage details may involve a charge.
4. Customer agrees to prepay for the first month's Service including but not limited to monthly service fee, optional service fees and applicable taxes.
5. If customer wishes to receive Service after the first month, Customer agrees to prepay an amount equal to one month's billing, which includes all services contracted for by the Customer at the time of application, taxes, fees, and charges. Taxes, fees, and charges as well as charges for Optional Services will be itemized separately on Customers monthly statement.
6. Customer understands that all due dates are estimated and that all telephone numbers are assigned and that both are subject to change. No portions of the initial or subsequent payments are refundable once service is established to the Demarcation Point. Customer understands and agrees that any repairs past the demarcation point are the responsibility of the customer, which include, but is not limited to, wiring from the demarcation point to the customers dwelling, inside wiring, jacks, and telephone equipment.
7. Customer will be sent a monthly statement for Service to be provided by Company during the following month. The statement will be mailed to Customer approximately fifteen (15) days prior to the date stated on the statement. Customer agrees to pay his monthly prepaid amount on his statement to Company's Agent store where Service was originally ordered, unless Company advises Customer to make payment to another Company Agent at another location.
8. Customer shall indemnify, defend and hold harmless Company from and against any claim, loss or damage (including attorney's fees and costs) arising from Customer's use of Service, including but not limited to any claims for libel, slander, invasion of privacy, or infringement of copyright arising from Customer's communications and for any damages or losses (including attorney's fees and costs) incurred because of the negligence or malfeasance of Customer or due to the failure of malfunction of any customer - provided equipment or facilities.
9. The maximum amount of liability of Company for damages arising out of the provision of Service by Company shall not exceed an amount equal to that required by the Ohio Minimum Telephone Service Standards during any period of interruption of Service. Any interruption claim shall begin when the Customer reports the interruption to CenturyLink's Customer Care Department and end when service is restored to the demarcation point. Credits for interruptions that are reported during business and non-business hours are calculated in the same manner.
10. Customer agrees that Company has a right to terminate Service immediately with or without notice if Customer incurs charges during the month that are not paid when required or before the next month's service is due.