

Important Notice to our Valued CenturyTel Customers

Due to a change in Ohio regulations, beginning April 2, 2008, certain CenturyTel business and long distance services will no longer be provided under tariffs, which are documents CenturyTel files with the Public Utilities Commission of Ohio that contain terms, conditions and prices for many of CenturyTel's services. The services that CenturyTel will no longer provide under tariffs include, but are not limited to, intrastate (in-state) long distance service, business accounts with four or more lines, Centrex services, private branch exchange (PBX) trunks, advanced digital services, primary rate interface (PRI) service, certain optional service features such as caller ID name and number, call forwarding and call return, packages and bundles of services containing business optional services, and other optional business services. A complete list of these "detariffed" services may be viewed online at www.centurytel.com/tariffs (select "Ohio" at this Web site, and then select "Detariffed Services Price List"). The provisions of the Detariffed Services Price List are incorporated into the End User Agreement included in this mailing. You may also request information relating to detariffed services by calling CenturyTel at (800) 201-4099 (for business customers with one to three lines) or (800) 201-4102 (for business customers with four or more lines), or by writing to us at the Customer Service address shown below.

Beginning April 2, 2008, CenturyTel will be providing these detariffed services through CenturyTel's End User Agreement, included in this mailing. You can also review the End User Agreement online at www.centurytel.com/tariffs (select "Ohio" at this Web site, and then select "Ohio End User Agreement"). **When the End User Agreement takes effect on April 2, 2008, it will not change the type of services that you are receiving or the price of those services. The End User Agreement will apply automatically on April 2, 2008, and you do not need to do anything if you wish to continue to receive your CenturyTel services under the End User Agreement.** For your convenience, we will continue the detariffed services you currently receive from CenturyTel under your End User Agreement. That way you do not need to re-order your detariffed services, but can simply agree to the End User Agreement, which will include these services. Also, if you currently have a separate written contract with CenturyTel, that existing contract will continue in accordance with its terms.

Below are some of the important terms and conditions of CenturyTel's End User Agreement. However, other terms and conditions in the End User Agreement are also important, so you should review the entire End User Agreement (please review both sides).

- The terms and conditions of CenturyTel's End User Agreement will change from time to time. The End User Agreement gives CenturyTel the right to make changes, including (without limitation) changes in services, terms, conditions and prices in our good faith discretion. However, we will typically provide you with at least fifteen (15) days notice prior to the effective date of any new version of the End User Agreement that contains subsequent changes (other than notice of price decreases, or price increases related to government-imposed taxes or fees).
- The CenturyTel End User Agreement is governed by Ohio law and venue, and includes, among other important terms and conditions that you should review, a

disclaimer of warranties, a limitation of liability, a mandatory arbitration provision (which precludes a civil lawsuit to the extent lawful) in which we agree to pay for your filing fee in some instances, and a provision that prohibits class actions to the extent lawful.

If your services include CenturyTel's interstate long distance service, that service will be provided under applicable CenturyTel long distance price lists and service and pricing guides, in addition to the terms and conditions of the End User Agreement and applicable terms and conditions for detariffed services (price lists and service and pricing guides for CenturyTel's intrastate and interstate long distance services may be viewed online by selecting "Long Distance Rate Information" at www.centurytel.com/tariffs). If your services include CenturyTel's Internet service, that service will be provided under the terms and conditions applicable to CenturyTel's Internet service, in addition to the terms and conditions of the End User Agreement.

CenturyTel looks forward to providing detariffed services to you under the End User Agreement, and you do not need to do anything in order to continue receiving your existing detariffed services—they will automatically be provided to you under the End User Agreement beginning April 2, 2008. However, if you do not want to purchase CenturyTel's detariffed services under the End User Agreement, you must cancel these services before April 2, 2008. **IF YOU DO NOT CANCEL YOUR CENTURYTEL DETARIFFED SERVICES BEFORE APRIL 2, 2008, OR IF YOU USE ANY OF THESE SERVICES ON OR AFTER APRIL 2, 2008, THAT WILL BE YOUR AGREEMENT TO ALL TERMS AND CONDITIONS OF THE END USER AGREEMENT. IF YOU DO NOT WANT TO AGREE TO THE END USER AGREEMENT, YOU MUST CANCEL YOUR CENTURYTEL DETARIFFED SERVICES. YOU MAY CALL CENTURYTEL AT (800) 201-4099 (FOR BUSINESS CUSTOMERS WITH ONE TO THREE LINES) OR (800) 201-4102 (FOR BUSINESS CUSTOMERS WITH FOUR OR MORE LINES) IF YOU WISH TO CANCEL YOUR SERVICES.**

You may also contact us by mail at:

Customer Service inquiries:

CenturyTel
Attn: Customer Service
100 CenturyTel Drive
Monroe, Louisiana 71203

Billing inquiries:

CenturyTel
Attn: Billing
P.O. Box 4300
Carol Stream, IL 60197-4300

If you have a complaint that is not resolved after you have called our Customer Service center, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) for assistance toll free at 1-800-686-7826 or for TTY at 1-800-686-1570 toll free from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Thank you for choosing CenturyTel as your communications, high-speed Internet and entertainment provider.