

Voice | Data | Internet | Wireless | Entertainment



Endorse

Pkg Cont

Sample A Sample  
1601 Burlington Ave  
North Kansas City, MO 64116-3208

Dear Sample A. Sample,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, the name of your current nationwide long distance calling plan will be called EMBARQ™ 1000 and will provide 1,000 nationwide long distance minutes each month at \$26.00 per month with additional nationwide long distance minutes charged at 10¢ per minute.\*

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit.

\$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.



# Important information regarding your EMBARQ™ Toll Free Service

We are writing you today about a change in your EMBARQ™ Residential Toll Free Service calling plan. On September 5, 2007, your monthly charge will be \$3 and the in-state 28¢ per minute peak and 18¢ per minute off-peak will be changing to 20¢ per minute for all incoming, nationwide calls (including Canada). In addition, you will receive 5 free calls a month, if they are 30 seconds or less. If toll-free usage is greater than \$20 a month, the \$3 monthly recurring charge will be waived.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

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Services may not be available in all areas. Residential customers only. No charge for calls 30 seconds or less, up to 5 calls per month. Additional calls will be billed at the standard rate. Additional charges apply to operator-assisted calls. Not available to international residents. Taxes and surcharges will apply. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.

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# Important information regarding your EMBARQ™ Residential Calling Card

If you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire September 5, 2007. However, you will be responsible for all usage until September 5, 2007. EMBARQ has several other services that may better fit your communication needs.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

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EPS061807D





July 2, 2007

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«ENDORSE»

«PACKAGE» «CONTAINER»

«NAME»

«ADDRESS\_1»

«ADDRESS\_2» «ADDRESS\_3»

«CITY», «STATE» «ZIP»

Dear «NAME»,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, the name will change from Basic MTS Service or The Most II to EMBARQ™ Consumer Sense. While your monthly recurring charge will not change, on September 5, 2007, the below time-of-day and distance sensitive in-state per minute rates and state-to-state rates will be 25¢ per minute.

Mileage	Initial Minute			Additional Minute		
	Day	Evening	Night / Weekend	Day	Evening	Night / Weekend
0-10	\$0.20	\$0.16	\$0.13	\$0.15	\$0.11	\$0.09
11-22	\$0.21	\$0.17	\$0.14	\$0.17	\$0.14	\$0.11
23-55	\$0.24	\$0.18	\$0.15	\$0.20	\$0.16	\$0.13
56-124	\$0.26	\$0.18	\$0.17	\$0.22	\$0.17	\$0.15
125+	\$0.27	\$0.19	\$0.17	\$0.23	\$0.18	\$0.16

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service with our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

Michael Karstens

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.

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July 2, 2007

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«ENDORSE»

«PACKAGE» «CONTAINER»

«NAME»

«ADDRESS\_1»

«ADDRESS\_2» «ADDRESS\_3»

«CITY», «STATE» «ZIP»

Dear «NAME»,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. While your monthly recurring charge will not change, on September 5, 2007, the in-state EMBARQ™ Consumer Sense per minute rates of 15¢/Weekday & 17¢/Nights & Weekends and state-to-state rates will change to 25¢ per minute.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service with our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

Michael Karstens

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.

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July 9, 2007

□ □ □ □ □ □ □ □

«ENDORSE»

«PACKAGE» «CONTAINER»

«LAST»

«ADDRESS\_1»

«ADDRESS\_2» «ADDRESS\_3»

«CITY», «STATE» «ZIP»

Dear «LAST»,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, the name of your nationwide long distance plan will be changed from Nickel Nights Anywhere to EMBARQ™ 10 Cent plan. In addition, the current in-state and state to state weekday rate of \$.10/minute and evening/weekend rate of \$.05/minute will be 10¢ per minute all the time with a \$6.95 monthly recurring charge.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or, you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.

EPS062507C OH-SC

# Important information regarding your EMBARQ™ Long Distance Plan

You recently received notification that the monthly recurring charges for your EMBARQ™ Long Distance plan currently known as “Select Calling Plan” would not change in conjunction with the new \$.25 per minute rate. Currently, the monthly recurring charge for the first hour of your plan is \$8.45 and the additional hour is \$6.60. For the Day Option, the first hour is \$9.95 and the additional hour is \$6.60. As of September 5, 2007, you will no longer be billed monthly recurring charges for your plan. EMBARQ has several other services that may better fit your communication needs. Visit us at [www.embarq.com/residential](http://www.embarq.com/residential) or contact an account representative to learn more about these new offers. If you have any questions about your account or if you wish to make changes, please contact customer service at 888-833-4244.

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Services may not be available in all areas. Residential customers only. No charge for calls 30 seconds or less, up to 5 calls per month. Additional calls will be billed at the standard rate. Additional charges apply to operator-assisted calls. Not available to international residents. Taxes and surcharges will apply. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.

EPSo8o2o7B



Voice | Data | Internet | Wireless | Entertainment



Endorse

Pkg Cont

Sample A Sample  
1601 Burlington Ave  
North Kansas City, MO 64116-3208

Dear Sample A. Sample,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, your Solutions 120 with International plan will include 120 nationwide long distance minutes each month and increase from \$10 to \$12.40 per month, while in-state and state-to-state charges will increase from 6¢ to 8¢ per minute.\* Direct dial per minute rates for some international calls may change as well including 7¢ to Canada and 13¢ to Mexico. Please call for complete country level pricing.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

\*Direct-dial only. Unused minutes do not carry over to next month.

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.



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July 9, 2007

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«ENDORSE»

«PACKAGE» «CONTAINER»

«LAST»

«ADDRESS\_1»

«ADDRESS\_2» «ADDRESS\_3»

«CITY», «STATE» «ZIP»

Dear «LAST»,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, the name of your nationwide long distance plan will change to EMBARQ™ Consumer Sense II and the rate will be 25¢ per minute with no monthly recurring charge.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

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Endorse

Pkg Cont

Sample A Sample  
1601 Burlington Ave  
North Kansas City, MO 64116-3208

Dear Sample A. Sample,

We are writing you today to let you know that on September 5, 2007, your current EMBARQ™ residential long distance calling plan will no longer be supported and your plan name will change to EMBARQ™ 50 with International. Your new plan will include 50 nationwide long distance minutes each month for \$4.00 per month with additional nationwide minutes charged at 7¢ per minute.\* Some of our best international rates are also included in this plan. Please call for complete country level pricing.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

**\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.**



Endorse

Pkg Cont

Sample A Sample  
1601 Burlington Ave  
North Kansas City, MO 64116-3208

Dear Sample A. Sample,

We are writing you today about a change in your EMBARQ™ residential long distance calling plan. On September 5, 2007, the monthly charge for your Unlimited Nights & Weekends plan will increase \$1 (the state component is increasing from \$9 to \$10 while, the federal component remains \$5) for a new monthly recurring charge of \$15. This includes unlimited nationwide long distance calling at night (7:00 p.m. to 7 a.m. Monday through Friday) and on weekends (all day Saturday and Sunday). Nationwide calls placed at all other times will be charged at 7¢ per minute.

EMBARQ does offer a variety of local and long distance bundles starting at \$29.95 a month for local service including our most popular calling features and your choice of long distance plans. With the \$29.95 local calling plan, you can bundle unlimited nationwide long distance for an additional \$15 per month.\*\* Or you can bundle our low 10¢ per minute long distance calling rate with no monthly charge with the same \$29.95 local service calling plan.

Additionally, if you have an EMBARQ™ Residential Calling Card, please be advised that EMBARQ will no longer be providing this service and your current card will expire on September 5, 2007.

For more information about these changes, for other available calling plans, to report a problem with your service or to discuss your EMBARQ™ bill, call toll free at (888) 833-4244 or visit [embarq.com/residential](http://embarq.com/residential). We appreciate your business and look forward to assisting you with all your communications needs.

Sincerely,

EMBARQ™ Customer Service

\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges. Services may not be available in all areas. Offer available to residential customers only. Limited-time offers subject to change or cancellation without notice. Additional restrictions may apply. **Local Service:** Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions. See rates, terms and conditions at [embarq.com](http://embarq.com). Requires approved credit. \$29.95/mo. Home Phone service includes local calling, 7 features and choice of EMBARQ™ long distance plan (additional charges apply). **Unlimited Nationwide Long Distance:** For residential voice service usage only. State-to-state and international long distance services are governed by Embarq Communications, Inc., Terms and Conditions of Service. Local and in-state long distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Monthly fee does not include usage for Directory Assistance, EMBARQ™ Calling Card service or operator services. Service is not intended for commercial use, Internet, data or facsimile service. This calling plan is restricted to one plan per qualifying residential access line and is not available in student housing associated with educational institutions. If Embarq Communications, Inc., determines that usage is not consistent with residential voice conversation or for any other use that does not involve a person-to-person conversation or voice message, the service may be assessed a data usage fee or disconnected. U.S. residents in EMBARQ™ local territories only with dial-1 service qualify. Calls to 900, 986, 555 and 700 NPAs are not considered unlimited interstate and intrastate dial-1 calling. Monthly fee includes one phone line. Customer's first invoice will include a partial monthly fee and the first month billed in advance. There will be no proration of any monthly recurring charge for partial bill when customer cancels service. Local toll and international rates vary, and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-421-7935 for local toll and international rates. Operator-assisted calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. © 2007 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.