

**Qwest Corporation d/b/a CenturyLink QC**  
**PRICE LIST**

**EXCHANGE AND NETWORK  
SERVICES  
UTAH**

**SECTION 2**  
Page 34  
Release 6

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

10. The Company will not be responsible if a customer's telephone service is discontinued after payment has been remitted, unless the payment is timely as set forth in 8. or 9. as applicable.

11. Late Payment Charge

a. A late payment charge of **4% or \$7.00, whichever is greater**, of all billed balances which are not paid by the billing date shown on the next bill, unless the unpaid balance is \$25.00 or less. (I)

b. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.

c. The late payment charge does not apply to the following:

- Billed amounts under dispute that are resolved to the Company's satisfaction, in the customers favor.
- Bills rendered more than 10 days after bill date.

d. If a customer pays all or part of a bill rendered by the Company and some portion of the amount paid is found not to be owed, the Company, on the next billing to the customer, shall credit the bill for amount found not to be owed plus 1.2% of the amount credited for each month from the time the Company received the overpayment until the credit is made or the amount is deducted by the customer. The foregoing shall not apply if the amount credited is less than \$25.00.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

13. Convenience Fee Charge

In the event a residential customer makes a one-time payment using a credit card or an electronic funds transfer, a Convenience Fee Charge may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount.

|                                                                                            | <b>CHARGE</b>     |
|--------------------------------------------------------------------------------------------|-------------------|
| • Convenience Fee Charge, per occasion<br>(Live Representative or Voice Response Unit) [1] | <b>\$5.00 (I)</b> |
| • Convenience Fee Charge, per occasion<br>(Web/Online)                                     | 1.00              |

[1] The Voice Response option for payment allows the customer to default to a live representative for assistance.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

A. Directory Assistance Service (Cont'd)

3. Charges

In locations, including Public Access Lines, where the customer has the capability to direct-dial Directory Assistance but chooses to place the call as a mechanized calling card or operator-assisted station-to-station call, the appropriate charge applies as specified in 6.2.1, in addition to the Directory Assistance charge.

**CHARGE**

- |                                             |                   |
|---------------------------------------------|-------------------|
| • Each call dialed directly by customer     | <b>\$3.99 (I)</b> |
| • Each call placed from Public Access Lines |                   |
| - Direct Dial                               | 0.60              |
| - Alternately Billed                        | 1.25              |