

Hi, DELMUS HALL  
thanks for being a loyal customer!



**Monthly Account Summary**

|   |          |
|---|----------|
| Previous Balance                            | 101.61   |
| Payment Received 12/19/15 <i>Thank you!</i> | - 101.61 |
| New Charges (see below) Due 1/26/16         | 101.86   |

**Total Amount Due \$101.86**

**Payment Due By 1/26/16**

**New Charges Summary**

|                                |               |
|--------------------------------|---------------|
| <b>Internet and Home Phone</b> | <b>101.86</b> |
|                                |               |
|                                |               |

**Total New Charges \$101.86**

12120327

**Need anything?**

Call us: *Service* 1 800-244-1111  
*Repair* 1 800-573-1311  
 Visit us: centurylink.com

**Manage Your Account Online**

Use your account ID and PIN (3342) to set up your online account. Visit [www.centurylink.com/myaccount](http://www.centurylink.com/myaccount).

My Account allows you to view and print bills, make payments, sign up for Autopay and much more - all at a convenient time for you.



**Bundle up your bills.**

Get all the services you need, all on one bill. May not be available in your area.



## Information About Your Account

At CenturyLink, our top priority is providing you with quality customer service. As part of that commitment, we have prepared the following information to help you understand your account. If you need additional assistance, please call **Customer Service at 1 800-244-1111**. Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at **1 800-223-3131, a TTY equipped number**.

Charges for your local monthly service are billed one month in advance. Charges for other monthly services may be billed one month in advance or in arrears, for example, usage charges may be billed after the charges are incurred. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. All charges must be paid each month to keep your account current. Basic service and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this bill period that amount is \$65.05. If the New Charges amount on page one is less than \$65.05, please pay the New Charges amount. Failure to pay non-basic charges may result in other collection activities, including restriction of long distance calls or removal of other services. CenturyLink packages of features and the amounts shown on the summary page may include both basic and charges that are not basic.

### Late Charge Reminder:

A balance over \$25.00 left unpaid 30 days after bill date is subject to a 4.0% or \$7.00 late payment charge, whichever is greater, except Internet and Digital Home Phone charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a \$7.00 late payment charge.

### Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

## Important News from CenturyLink About Your Service

Our goal at CenturyLink is to provide you with the best possible service and timely information regarding changes that impact your account. Effective with your February 2016 bill, you may notice an increase of up to \$2 for the monthly recurring fees associated with your High Speed Internet modem lease. If you have any questions about this notice, please call CenturyLink at 866-755-7435 for consumer or 866-269-7534 for business. Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

## Your Savings This Month

| Promotional Discounts  | Discount       |
|--|----------------|
| Internet and Home Phone 5-Year Price-Lock Month 26 of 60                                     | 20.05          |
| Internet Cost Recovery Credit  | 1.99           |
| <b>Total Promotional Discounts</b>   | <b>\$22.04</b> |
| <i>When promotional discounts expire, the monthly rate will change to the standard rate.</i> |                |
| <b>Total Savings This Month</b>  | <b>\$22.04</b> |

Discounts are given one month in advance. Your bill may include a partial month and a month in advance of billing. Product changes may result in a charge for unused discounts previously given.

## Summary of Your New Charges

| Service                                      | Total With Savings |
|--|--------------------|
| <b>Internet and Home Phone</b> - page 3      |                    |
| Internet and Voice Monthly Charges           | 62.96              |
| Related Monthly Charges                      | 27.18              |
| Taxes, Fees & Surcharges                     | 11.72              |
| <b>Total Internet and Home Phone Service</b> | <b>\$101.86</b>    |
| <b>Total New Charges</b>                     | <b>\$101.86</b>    |

## Details of Your Internet and Home Phone Charges

### Internet and Home Phone

Service Period: Jan 1 - Jan 31

Long Distance Service Period: Nov 24 - Dec 23

Internet Service and Local Phone Service reflects charges, fees, usage & discounts provided by Qwest Corporation DBA CenturyLink QC. Long Distance Service reflects charges, fees, usage & discounts provided by CenturyLink Communications, LLC.

Do you have questions about your long distance service or bill? Simply call 1-800-244-1111 and a Service Representative will be happy to assist you.

### Internet and Voice Monthly Charges

|  |       |
|--|-------|
| Internet and Home Phone  | 85.00 |
| <i>Includes internet service for thirty-six dollars</i>                  |       |
| <i>Includes local phone service and features for thirty-five dollars</i> |       |
| <i>Includes long distance unlimited service for fourteen dollars</i>     |       |

## Bundle up.



Call today and add the services you need for all your shows and speed.

### Here's how:

1. START with a qualifying phone plan.
2. BUNDLE other services on the same bill.
  - a. High-Speed Internet from CenturyLink
  - b. DIRECTV® service through CenturyLink
  - c. Verizon mobile plan through CenturyLink
3. GET all these services on one easy bill.

May not be available in your area.

Call today to review your account and get all your services on one bill.

**Call 800.960.2535**

Español 800.435.0455

Click [centurylink.com](http://centurylink.com)



**DIRECTV.**



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## Details of Your Internet and Home Phone Charges

(cont.)

|   |                |
|---|----------------|
| <b>Internet Cost Recovery</b>                   |                |
| Credit  | - 1.99         |
| <b>Internet and Home Phone</b>                  |                |
| 5-Year Price-Lock Month 26 of 60                | - 20.05        |
| <b>Internet and Voice Monthly Charges Total</b> | <b>\$62.96</b> |

### Related Monthly Charges

|                                      |                |
|--------------------------------------|----------------|
| <b>Internet Service</b>              |                |
| 801 728-0481                         |                |
| Internet Cost Recovery Fee           | 1.99           |
| Advanced Modem - Lease               | 8.99           |
| <b>Local Phone Service</b>           |                |
| 801 728-0481                         |                |
| Federal Access Charge                | 6.39           |
| Non-Telecom Svc Surcharge            | 2.99           |
| Extended Area Calling                | 2.50           |
| Access Recovery Charge               | 1.28           |
| <b>Long Distance Service</b>         |                |
| Federal Regulatory Recovery          | .04            |
| 801 728-0481                         |                |
| Interstate Services Fee              | 2.99           |
| Federal Regulatory Recovery          | .01            |
| <b>Related Monthly Charges Total</b> | <b>\$27.18</b> |

### Usage Charges

#### Long Distance Usage

*This portion of your bill reflects calls served by CenturyLink Communications, LLC.*

*Calls made on your Unlimited Calling plan are not displayed.*

|                            |               |
|----------------------------|---------------|
| 801 728-0481               |               |
| Unlimited Plan Calls:      | 31            |
| Unlimited Plan Min:Sec:    | 190:00        |
| <b>Usage Charges Total</b> | <b>\$0.00</b> |

### Taxes, Fees & Surcharges

|                               |      |
|-------------------------------|------|
| <b>Internet Service</b>       |      |
| State Sales at 4.7%           | .42  |
| County Sales at .3%           | .03  |
| City Sales at 1.1%            | .10  |
| Special District Sales at .5% | .04  |
| <b>Local Phone Service</b>    |      |
| Federal Excise at 3%          | 1.36 |
| State Sales at 4.7%           | 1.97 |
| County Sales at .3%           | .15  |
| City Sales at 1.1%            | .46  |
| Special District Sales at .5% | .21  |

3 Services.  
1 Bill.  
1 Call away.

Call today and bundle your services on one easy bill.

**Call 800.960.2535**

Espanol 800 435 0455

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Services and offers not available everywhere. Residential customers only. Terms and conditions apply. Contact CenturyLink for details.

Activation/upgrade fee/line: \$40. **Verizon Important Consumer Information** – Subject to Verizon Agents Agreement, Calling Plan and credit approval. Up to \$350 early termination fee/line and data overage after allowance is \$15/1GB. Offers & coverage, varying by service, not available everywhere. See [verizonwireless.com](http://verizonwireless.com) for details. By activating Verizon Wireless service and accepting a discount on CenturyLink service, you consent to Verizon Wireless sharing your account information with CenturyLink to the extent necessary to determine eligibility for the discount. Network details & coverage maps at [vzw.com](http://vzw.com). © 2015 Verizon Wireless.


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**Details of Your Internet and Home Phone Charges**  
(cont.)

|  |                 |
|--|-----------------|
| State 911 at \$0.09 per access line                            | .09             |
| Local 911 at \$0.61 per access line                            | .61             |
| Utah Universal Service Support Fund                            | .40             |
| Federal Universal Serv Fund at 18.2%                           | 1.39            |
| Telecommunication Relay Service Fund at \$0.02 per access line | .02             |
| Recovery of Municipal Telecommunications Tax                   | 1.42            |
| Computer Aided Dispatch  | .06             |
| <b>Long Distance Service</b>                                   |                 |
| State Sales at 4.7%  | .20             |
| County Sales at .3%  | .01             |
| City Sales at 1.1%   | .05             |
| Special District Sales at .5%                                  | .02             |
| Utah Universal Service Support Fund                            | .04             |
| Recovery of Municipal Telecommunications Tax                   | .15             |
| Federal Universal Serv Fund at 18.2%                           | 1.78            |
| Federal Telecom Relay Service Fee                              | .19             |
| Federal Universal Service Fund                                 | .49             |
| Fed Telecom Relay Service                                      | .06             |
| <b>Taxes, Fees &amp; Surcharges Total</b>                      | <b>\$11.72</b>  |
| <b>Total Internet and Home Phone Charges</b>                   | <b>\$101.86</b> |

Want entertainment that'll go the **EXTRA MILE?**  
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Night at the Museum: Secret of the Tomb™ on HBO®


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You can watch your recorded shows anywhere with a GenieGO™ DIRECTV. Let you download your favorites from your home DVR to all of your devices.

GenieGO™ device required. Remote viewing only available on certain devices from certain providers. Additional data charges may apply.

So what are you waiting for? Sign up for DIRECTV™ service through CenturyLink today.

**Call 800.221.3799**

 CenturyLink® **DIRECTV.**

Certain programming may not be available for remote viewing. GenieGO device required and available separately. Available programming based on HD DVR playlist. Requires GenieGO device, DIRECTV subscription, select model DIRECTV HD DVR, GenieGO Mobile DVR service, High-Speed Internet connection and compatible mobile device. Visit [directv.com/geniego](http://directv.com/geniego) for a list of compatible devices and more information. Additional data charges may apply. Blackout rules and local programming, if available, are based on customer's service address. Must register account at [directv.com](http://directv.com) to use feature. Connections vary. CenturyLink services not available everywhere. Terms and conditions apply. DIRECTV programming subject to DIRECTV Customer Agreement, available at [directv.com/legal](http://directv.com/legal) and in order confirmation. DIRECTV is a registered trademark of DIRECTV, LLC. HBO On Demand is available at no additional charge with your HBO subscriptions. Visit [hbo.com](http://hbo.com) for airdates/times. HBO® and related channels and service marks are the property of Home Box Office, Inc. Night at the Museum: Secret of the Tomb™ © 2014 Twentieth Century Fox Film Corporation. All Rights Reserved. © 2015 CenturyLink. All Rights Reserved. All other marks are the property of their respective owners.



**3 reasons to bundle  
Verizon service  
with CenturyLink®  
Home Phone:**

- **SAVE** on qualifying CenturyLink services
- **ENJOY** the convenience of one monthly bill (not available everywhere)
- **CHOOSE** from a wide selection of devices, like the Samsung Galaxy Note5 on the largest, most-reliable 4G LTE-network.

**SAMSUNG**  
**Galaxy**  
**Note5**



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