

January 6, 2026

*****SNGLP T1 P1 51
N010626331638341N-25-226
TIMOTHY KILLEN
PO BOX 413
104 E CANYON COVE CIR
SPRINGDALE, UT 84767-0413

A new and enhanced solution for your CenturyLink phone service

We recently introduced our enhanced solution for phone service, which is now available in your area. **CenturyLink® Connected Voice with Air-Line™** offers excellent connectivity and reliability for local voice communications.

Connected Voice with Air-Line service also:

- Provides crystal-clear call quality and essential features such as unlimited local calling, voicemail, call waiting, caller ID, and more
- Supports 911 emergency calling and accessibility options for customers with disabilities
- Allows you to keep your current home phone number

It works seamlessly with your standard home phone handset, whether corded or cordless, which means you don't need to buy a new phone. Simply plug your current phone into the Air-Line device to make and receive calls.

Call us at **1-800-355-6336** Monday through Friday, 8:00 a.m. – 7:00 p.m. (CT) and let the agent know you'd like to switch your local home phone service to Connected Voice with Air-Line.

When you sign up for service, we'll ship the Air-Line device to you at no additional cost. Easy-to-use setup instructions will be included in the box.

For more information, visit our FAQs at centurylink.com/airline-help.

We look forward to helping you transition to a reliable home phone service built for the modern era.

Your CenturyLink Team

Limited availability. Service in select locations only. Available to qualifying customers only and requires qualifying cellular coverage. Limited time offer. Monthly service and phone line (if applicable) rates, equipment fees, and taxes and fees are subject to change and, if any changes are made to existing accounts in any manner, all prior discounts will be void. Customers who elect to receive a paper bill will be charged \$2 for each applicable monthly bill. Equipment: Service requires Air-Line leased equipment; self-installation of equipment required. Upon termination of service, Air-Line equipment must be returned to CenturyLink. Month to month (referred to as "no contract") service means no term commitment and may be cancelled at any time without an early termination fee but customer must accept Connected Voice Subscriber Agreement prior to using service (see centurylink.com/legal/en/Connected_Voice_Subscriber_Agreement.html). See centurylink.com/feesandtaxes for applicable taxes and fees. Additional restrictions may apply. Service includes Caller ID, Hold, Call Waiting, 3-way calling and Voicemail. Service excludes call center, data services, conference lines, directory and operator assistance, chat lines, pay-per-call, calling card use, 0+ dialing, and 3-digit dialing (other than 911, 711, 611 and 411), and Premium service. Prepayment: If prepayment is the payment method, service will begin on the date your order is completed and full payment is processed through your choice of bank account (via ACH payment), debit card, credit card, or other prepay service available with your subscription. Each month following, a recurring e-commerce transaction for your service will be processed as service automatically renews monthly until cancelled by customer.

Important information regarding Connected Voice with Air-Line

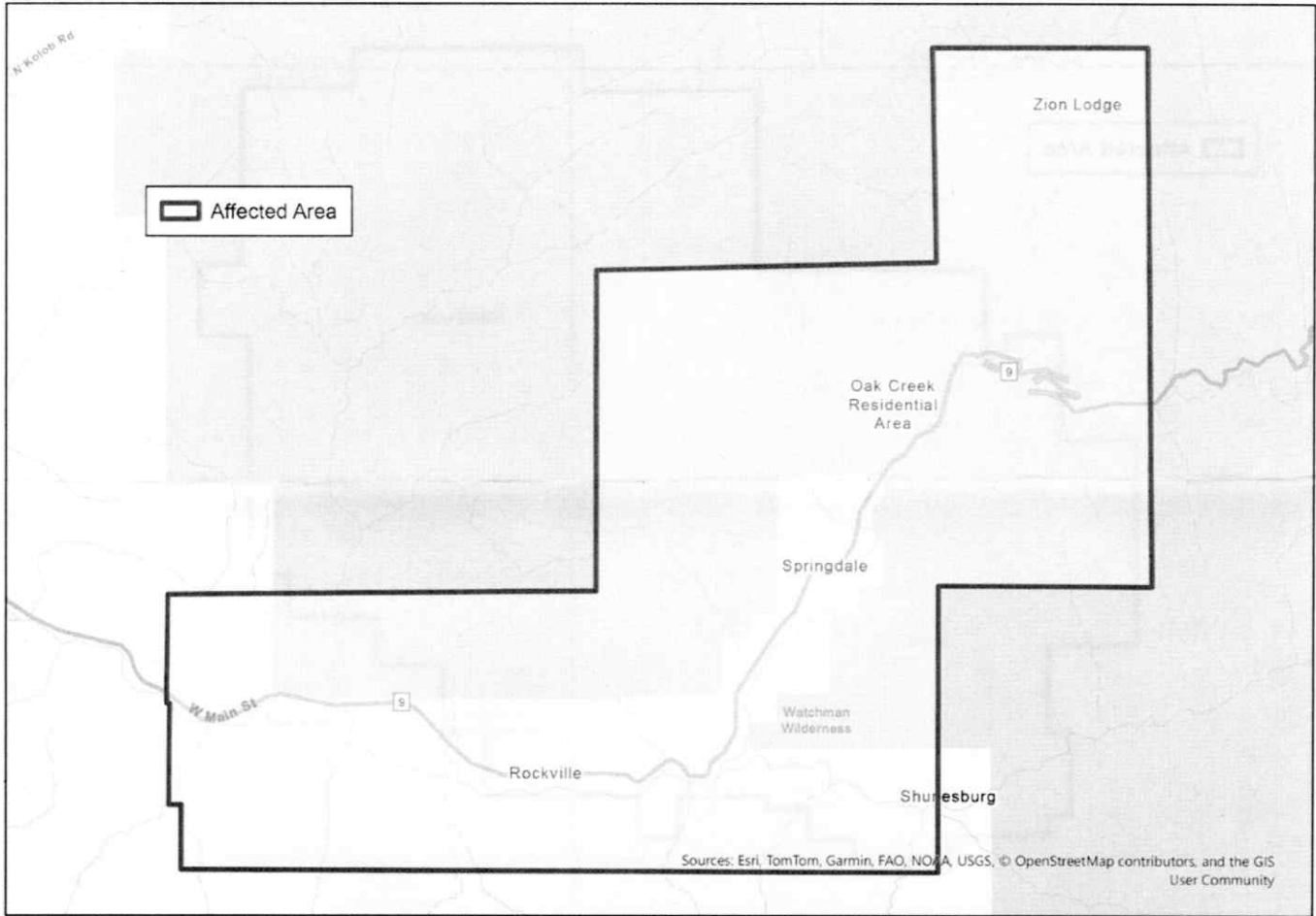
Lack of Line Power. Connected Voice with Air-Line does not provide line power. This means that the service will not work in the event of a power outage unless you have a battery backup.

Optional Backup Power.

- Capability to accept backup power and availability of at least one backup power solution available directly from the provider. If there is an extended electrical power outage that affects your home, your service will still work if you are using a battery backup and the backup stays charged. You can purchase a battery backup from CenturyLink for \$40.
- Service limitations with and without backup power. Backup power for your Air-Line adapter will ensure that your Air-Line adapter remains operational during a power outage. To maintain phone service, use a corded phone that doesn't rely on AC power or a cordless phone that can be charged. Cordless handsets that require AC power to function will not be supported by the battery backup. Other services, such as security alarms, will not work if they do not have their own battery backup.
- Expected backup power duration. The battery backup should last at least 24 hours in standby mode.
- Proper usage and storage conditions. Ideally, backup batteries should be stored at room temperature, between 60- and 80-degrees Fahrenheit. Storage of a backup battery at much lower or higher temperatures may prevent you from using the battery to maintain phone service during a power outage.
- Subscriber backup power self-testing and monitoring instructions. We recommend that you check the battery backup at least twice a year to ensure it is operating and ready to use in case of a power outage.
- Backup power warranty details. You are responsible for obtaining, monitoring, replacing, and properly disposing of the battery backup and all batteries for it. Battery backup is not covered by a CenturyLink Inside Wiring Protection plan.

Security Responsibilities and Other Steps You May Take to Ensure Safe Use of Connected Voice with Air-Line. As noted above, in the event of an electrical power outage, Connected Voice with Air-Line will not operate without backup power, such as an external battery backup. Without sufficient power, you won't be able to place or receive any calls, including emergency 911 calls. With active batteries, a battery backup for your phone equipment will provide temporary power during an outage, which allows your phone service to continue functioning, including the ability to call 911.

If you plan to move, and need to change your service address, you will need to contact CenturyLink to ensure that 911 calls are properly routed. Do not move the Air-Line adapter installed in your home to another location without contacting CenturyLink.

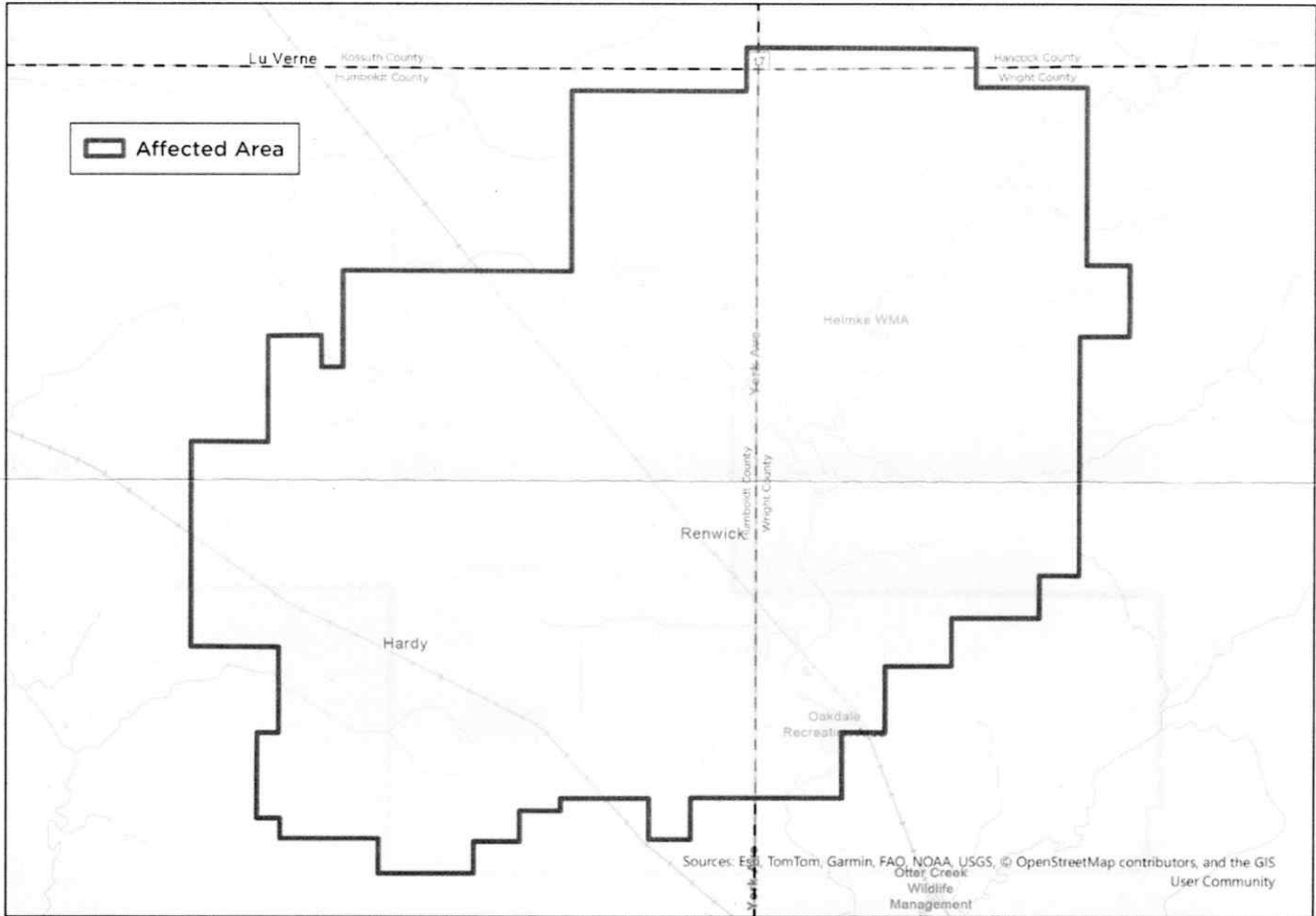


Boundaries shown are approximate. For verification of unique addresses or locations, contact your local Lumen representative. ©2025 Lumen Technologies, Inc.



CenturyLink®

Renwick, Iowa Grandfathering Area



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January 9, 2026

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**Important Notice Regarding Qwest Corporation d/b/a CenturyLink QC
Residential Local Service
Effective on or after February 19, 2026**

Dear Timothy Killen,

No changes are being made to your existing phone service, subject to the conditions below. However, effective on or after **February 19, 2026**, the CenturyLink legacy voice (also called plain old telephone service or “POTS”) service will no longer be available for purchase by new or existing customers in certain areas.¹ Maps of the impacted areas are included with this notice.

Our records indicate that you currently subscribe to a CenturyLink legacy voice service in an area where we are making this change. Legacy voice service provides voice-grade telephonic communications channels that can be used to place or receive one call at a time. As a current CenturyLink customer, you may retain your existing service(s) at your current service address.

We are making this change because we now have a new service in your area—CenturyLink® Connected Voice with Air-Line™. Connected Voice with Air-Line is a digital home phone service that works like your traditional landline home phone. Both new and current customers can subscribe. Connected Voice with Air-Line offers crystal-clear call quality and essential features like unlimited local calling, voicemail, call waiting, caller ID, and more. Plus, you can keep your current phone number if you switch.

If you have any questions about these changes or want to discuss switching to Connected Voice with Air-Line, contact your account team directly or call us at **800-355-6336** Monday through Friday, 8:00 a.m. to 7:00 p.m. (CT).

Thank you,
Qwest Corporation d/b/a CenturyLink QC

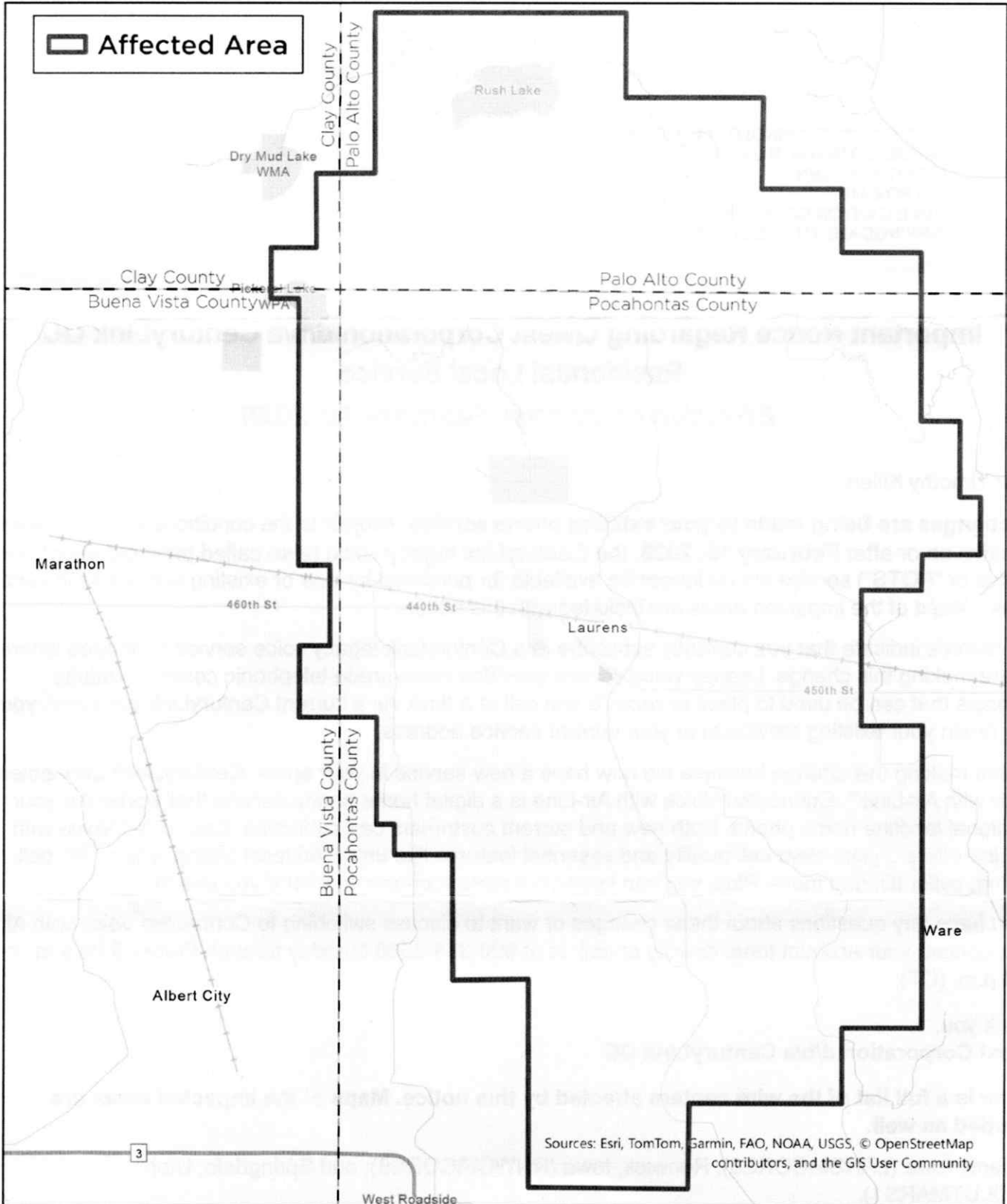
Below is a full list of the wire centers affected by this notice. Maps of the impacted areas are included as well.

Laurens, Iowa (LRNSIACORS8); Renwick, Iowa (RNWCIACORS8); and Springdale, Utah (SPDLUTMARS1).

¹Qwest Corporation d/b/a CenturyLink QC is grandfathering legacy voice service at the following wire centers: Laurens, Iowa (LRNSIACORS8); Renwick, Iowa (RNWCIACORS8); and Springdale, Utah (SPDLUTMARS1). If you are receiving this notice, then your service address is within one of the wire centers where CenturyLink will no longer be offering POTS.



Laurens, Iowa Grandfathering Area



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