

Important Information for Minnesota customers

At CenturyLink® we strive to provide you with quality products at great values. That’s why we want to be sure you understand your rights as a customer, as well as the various rates and charges that are included in your CenturyLink service. Please call us at 1-800-244-1111 if you have questions about any of this information.

CenturyLink Customer Rights

Local Service: Your CenturyLink local telephone service includes dial tone; access to the long-distance network; any call to 911 emergency services; one White Pages directory listing; and a Dex telephone directory. As long as you pay all of your local telephone charges, your service cannot be disconnected or interrupted. CenturyLink may require a refundable deposit to establish service.

Local Toll Service: Local toll service (or intraLATA service, or local long-distance service) provides calling to numbers outside your local service calling area but within your local toll calling area. Toll charges usually apply. You have the right to choose your local toll provider, subject to availability. CenturyLink provides local toll service.

Long-Distance Service: You have the right to choose your long-distance service (or intrastate and interstate service) provider, subject to availability. Check the Yellow Pages for the names and telephone numbers of long-distance companies serving your area. CenturyLink Long Distance provides long-distance service.

Toll Call Blocking: You can request that outgoing local toll and long-distance calls be disallowed from your phone. Simply request the services be blocked by CenturyLink (charges may apply).

Privacy: CenturyLink is committed to maintaining our customers’ privacy. Like most companies, we collect information about our customers and use it to provide our services. We also share it as needed to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it too. Our Privacy Policy describes the information we collect, how we use and share it, the choices you have about our use and sharing, and the steps we take to protect it. You can find our Privacy Policy here centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/, or, if you are unable to access the Internet, write us at CenturyLink Privacy Group, 100 CenturyLink Drive, Monroe, LA 71203 to request a printed copy.

Long-Distance Carrier Freeze: You can also request that CenturyLink “freeze” your long-distance carrier, meaning that the carrier cannot be changed without your express permission. If a change in carriers is made that you have not authorized, call CenturyLink or your preferred long-distance provider and report it. CenturyLink will correct the unauthorized change at no charge.

Inside Wiring and Telephone Equipment: You are responsible for the maintenance of all telephone equipment and telephone wiring inside your home. CenturyLink offers wire maintenance plans (charges apply), or you may consult your Yellow Pages for information on other companies that can help with your repair needs.

Payment Responsibility: Your name will appear on the bill for your service, and you are responsible for all charges related to the products, services and other items you have ordered. Partial payments will be allotted first to local telephone services and last to non-local telephone services, unless you direct otherwise.

Information Services: These pay-for-use services are usually reached with an exclusive telephone 900 number prefix (such as 900 or 976). You may request free blocking for all calls to these types of numbers from your home phone simply by calling CenturyLink.

Call Information Blocking: You may block the display of your telephone number to customers who use our CLASS services (such as Caller ID or Last Call Return). Per-call blocking is free and automatically available to all customers: Simply dial [*67](tel:*67) (or [1167](tel:1167)) from rotary phones) immediately before placing your call. You may also request free per-line blocking, which will block the display of your number for all calls.

Information About Caller ID “Number Spoofing”: Be aware — a variety of websites and vendors offer services that will let a person make it look like they are calling from any number they want. In this situation, the name or number that displays on the Caller ID or similar equipment may not be the information of the calling party. This is often called “number spoofing.” Sometimes it is done for a legitimate purpose, sometimes it is not.

Harassing Phone Calls: If you receive harassing or obscene phone calls, you may call the CenturyLink Annoyance Call Bureau at 1-800-582-0655 for assistance or consult your local police department. Where available, you may also automatically trace individual harassing or obscene calls by dialing [*57](tel:*57) (or [1157](tel:1157)) from rotary phones) immediately after receiving one. After you have completed three successful traces to the same number, simply call our Annoyance Call Bureau to let them know. We will send a letter to the address from which the calls were made and, at your request, forward the trace information to your local police department. Note that trace information is never provided directly to any customer and there is a \$1.25 charge for each time you use Automatic Call Trace.

Telephone Assistance Plans: To make basic telephone service more affordable for low-income households, CenturyLink supports the Federal Lifeline and Link-Up telephone assistance programs. These programs provide qualifying residential customers a monthly credit on their phone bill and a one-time credit to help offset their initial installation charges. Customers may qualify for telephone assistance when they participate in one of several low-income programs or if their household income is at or below 135% of the federal poverty guidelines. Additional assistance is available to low-income households who live on Tribal Lands. To find out if you qualify or to request a Telephone Assistance application, call CenturyLink at 1-800-244-1111 or visit centurylink.com/TAP/.

Customers with Disabilities

Minnesota Relay Dial 7-1-1 or Special Toll Free Numbers

Minnesota Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Minnesota Relay, dial one of the toll-free numbers listed here, or simply dial [711](tel:711). A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long-distance calls placed for you can be billed through your existing long-distance service or calling plan, billed collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing. Please note, the long-distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long-distance calls are carried and billed through your existing long-distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference form. Call 1-800-657-3775 to request a Customer Preference form, or download the form at mnrelay.org. You may also inform the CA of your preferred carrier of choice prior to placing a long-distance relay call.

Telephone Numbers for Minnesota Relay Service:

Computer - ASCII	1-800-627-3529	Hearing Carry Over (HCO)	1-800-627-3529
Pay-Per-Call services	1 900-230-3324	Spanish	1-877-627-5448
Speech to Speech	1-877-627-3848	Standard telephone	1-800-627-3529
TTY	1-800-627-3529	Two-Line Voice Carry Over	1-866-855-4611
Voice Carry Over (VCO)	1-877-627-3024		

Anyone can access Minnesota Relay if the call they are making originates or terminates in Minnesota.

Minnesota Relay Contact Information

Consumer Relations Office 651-602-9005 (V/TTY) or 1-800-657-3775 (V/TTY) Web Site: mnrelay.org

Types of TRS Calls

- Computer (ASCII)** users can access the Minnesota Relay by setting the communications software to the following protocols: speeds ranging from 300 to 1200 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- Hearing Carry Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the CA to read aloud to the hearing person. The HCO user hears the other party’s response. HCO relay requires a specially designed telephone with a text display.
- Internet Relay:** Connect to the relay using your computer or other web device. The CA handles the call the same as a traditional relay call — “voicing” or reading everything you type to the other party — and typing everything the other party says for you to read on your screen.
- Pay-Per-Call Service:** PPC Service allows a relay user to connect to any pay-per-call service. Callers are billed directly by the pay-per-call service at the rate specified by that provider.
- Spanish Relay:** Spanish Relay is for Spanish-speaking individuals with a hearing or speech disability.
- Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA repeats the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.
- Text Telephone (TTY):** A TTY allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- Two-line Voice Carry Over:** Two-line VCO allows a person to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA’s typed response from the other person.
- Voice Carry Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person’s response to the VCO user. VCO relay requires either a TTY and a telephone or a special telephone with a text display.

Captioned Telephone Service (CapTel®)

CapTel allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel phone. The captions are displayed on the telephone’s built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel phone, dial 1-877-243-2823.

TTY Users and Emergency Assistance (“9-1-1”)

TTY callers should dial [911](tel:911) directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

Filing a Complaint regarding Minnesota Relay

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (Voice/TTY). You will need to provide the date and time of the relay call, the CA’s identification number and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call 1-888-225-5322 (voice) / 1-888-835-5322 (TTY) or file online at fcc.gov/cgb/complaints.html.

Telephone Equipment Distribution (TED) Program

The TED Program provides free specialized telecommunications equipment to income-eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For more information on the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY). Web site: tedprogram.org.

Service Quality Standards and Remedies

CenturyLink Repair Remedies: If CenturyLink cannot repair problems you report and restore service consistent with our service objectives, we will provide the following remedies:

- If your primary telephone line is still out-of-service for 48 hours after you reported trouble, CenturyLink will provide an adjustment of 1/30th of your monthly rate per day for the first two days out-of service and a \$5 bill credit for each day thereafter. Or, if the repair is not completed on a later date you requested, CenturyLink will provide the adjustment from that date forward.
- If CenturyLink misses a repair date commitment where you are required to be at your premises, CenturyLink will provide a \$10 bill credit.
- If you report the same problem on the same telephone line within 30 days of having it resolved the first time, CenturyLink will provide a \$5 bill credit for each occurrence of the same problem.

CenturyLink Installation Remedies: If CenturyLink cannot provide your local dial tone service by the agreed-upon due date, we will let you know on or before the original due date when we expect the installation can be completed. If service for your primary or first line cannot be installed within three business days — or the requested installation date, whichever is later — CenturyLink will waive the one-time installation charge for your primary line. CenturyLink will also waive the one-time installation charge for the following:

- A telephone number
- A Directory Assistance listing
- Your choice of either free Remote Call Forwarding for your new number until service is installed, or a free voice mailbox (where available) to which calls may be directed until service is installed.

CenturyLink will give higher priority to customers reporting line problems or requesting installation and who identify critical medical situations. CenturyLink remedies are provided when the missed commitment is due to Company reasons and is not beyond CenturyLink’s reasonable control.

Complaints and Inquiries

If you have a complaint or question regarding your rights and responsibilities as a CenturyLink residential customer, please call your CenturyLink service consultant at 1-800-244-1111. You may also contact the Minnesota Public Utilities Commission Consumer Affairs Office at 121 7th Place E., Suite 350, St. Paul, MN 55101-2147 or by calling 651-296-0406 or toll free 1-800-657-3782.

Residential Monthly Telephone Rates for Minnesota

Basic Residential Services

Outstate	Monthly Rates	Installation Charges	Minneapolis/St. Paul	Monthly Rates	Installation Charges
Flat Rate	\$15.96	\$18.35	Flat Rate	\$16.76	\$18.35
Measured Rate	\$8.73	\$18.35	Measured Rate	\$9.70	\$18.35

(for Local Measured Service; does not include usage charges)

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The basic rates for the Minneapolis/St. Paul calling area include Extended Area Service: Note that additional Extended Area Service (EAS) charges are added to the rates above where applicable.

Local Measured Service Usage Charges

Local Measured Service customers pay 2¢ a minute for every minute over their usage allowance of 180 minutes a month (day-of-week and time-of-day discounts may apply).

Optional Residential Services

CenturyLink Privacy Products	Full Monthly Rates	Installation Charges	Directory Services	Full Monthly Rates	Installation Charges
+ No Solicitation®	\$6.95	\$6.00	Additional Listings	\$3.00	\$5.00
Call Curfew**	\$3.95	\$6.00	Non-published Service	\$2.45	\$8.00
Do Not Disturb*	\$3.95	\$6.00	Non-listed Service	\$1.15	\$8.00
+ Security Screen**	\$2.95	\$6.00	Email Address Listing	\$2.00	\$5.00
			URL Address Listing	\$2.00	\$5.00
			Email/URL Address Listing	\$4.00	\$5.00
			Not all services are available in all areas.		
			▪ 95¢ per use with a maximum \$7.60 monthly charge.		
			* A single installation charge applies when one or more features are ordered at one time (excluding Additional Listings).		
			** A special rate of \$1 per month applies to customers with disabilities who meet company certification requirements.		

Features	Full Monthly Rates	Installation Charges	Features	Full Monthly Rates	Installation Charges
+ Call Waiting*	\$8.00	\$6.00	+ Call Following**	\$6.00	\$6.00
+ Caller ID-name & number*	\$10.00	\$6.00	Scheduled Forwarding*	\$7.00	\$6.00
Caller ID-number only*	\$10.00	\$6.00	+ Voice Mail with		
+ Three-Way Calling**	\$6.00	\$6.00	Message Waiting Indication	\$10.00	\$6.00
+ Call Forwarding*	\$6.00	\$6.00	Message Notification	\$4.95	—
+ Selective Call Waiting ID*	\$7.00	\$10.00	Extension Mailbox	\$6.00	—
Speed Call 8* **	\$4.50	\$6.00	Additional Message Capacity		
Speed Call 30 Number*	\$5.50	\$6.00	50 Messages	\$4.95	—
Custom Ringing, 1st Number*	\$6.00	\$6.00	+ Easy Access *98	—	—
2nd & 3rd Numbers, each*	\$4.50	\$6.00	Line-Backer™ Wire Maintenance		
+ Selective Call Forwarding*	\$6.00	\$6.00	Line Level	\$6.00	—
Priority Call*	\$5.00	\$6.00	Account Level	\$6.50	—
Continuous Redial**	\$4.50	\$6.00			
+ Call Rejection*	\$6.00	\$6.00			
+ Last Call Return**	\$5.50	\$6.00			

Home Phone Package is a package that combines a single flat rate line and any or all available and compatible features marked with a + for one monthly rate. The Home Phone Package is \$35.00 a month. The one-time installation charge is \$18.35.

Home Phone Unlimited Package is a package that combines a single flat rate line and any or all available and compatible features marked with a + and unlimited long distance to US and to US Territories and Canada for one monthly rate. The Home Phone Unlimited Package is \$45.00 a month. The one-time installation charge is \$18.35. Requires subscription to CenturyLink Long Distance.

Home Phone Plus Package is a package that combines a single flat rate line and any or all available and compatible features marked with a + and 5 cents per minute long distance to US and to US Territories for one monthly rate (not including the per minute rate). The Home Phone Plus Package is \$35.00 a month. The one-time installation charge is \$18.35. Requires subscription to CenturyLink Long Distance.

Directory Assistance: Local Directory Assistance calls are \$1.99 each. If you receive incorrect information in response to your Directory Assistance request, your account will be immediately credited for the call. Simply press [0](tel:0) to return to a Directory Assistance agent or redial [4111](tel:4111) to request the credit.