

Important information for our Idaho customers

Your Rights as a CenturyLink Customer. This notice contains a summary of the Idaho Public Utility Commission's rules and regulations regarding customer relations. At CenturyLink, our goal is to provide you with outstanding quality in every aspect of your service by making you aware of your rights as a CenturyLink customer and acquainting you with some of our operating procedures. A copy of this summary is available to you at the Idaho CenturyLink office. Please contact us at 1-800-244-1111 if you have questions about the following information on your customer rights.

Customer Billing Information. The charge for monthly local telephone service is billed one month in advance. All charges for long distance, message units, installation and changes in service on file at the time the bill is printed will be shown on your current bill.

Rules For Termination of Telephone Service. CenturyLink must follow stringent guidelines before terminating basic local telephone service. Basic local service cannot be terminated for failure to pay long-distance charges owed to other companies, which may appear on CenturyLink's monthly bill, if measures to prevent access to other companies' services are available. Whether such measures are available depends upon the type of CenturyLink equipment serving the customer.

Basic local telephone service cannot be terminated if you let us know that you dispute any charges on your telephone bill – until the dispute is resolved, but you must continue to pay the undisputed parts of the bill. CenturyLink can temporarily disconnect local telephone service with proper notification for one of the following reasons:

- Not paying undisputed delinquent or paying a delinquent bill with a check not honored by the bank or an electronic payment drawn on an account with insufficient funds.
- Failure to make a security deposit.
- Misrepresentation of identity to receive service.
- Failure to abide by the terms of a payment arrangement.
- Intentionally wasting or interfering with service through improper equipment or otherwise.
- Customer is a minor.

Proper Notification. Service cannot be disconnected without first notifying you in writing at least seven (7) days in advance. We must diligently try to notify you in person or by telephone 24 hours before disconnecting service. 24-hour notice will not be given when the customer has received a 7-day written notice within the past 28 days and fails to make a payment in accordance with an agreed-to payment arrangement or pays with a dishonored check or an electronic payment drawn on an account with insufficient funds.

Restrictions on Terminations. Your local exchange service cannot be disconnected if:

- A past due balance is less than \$30.00 for local exchange service.
- You are being charged for another customer's bill (unless you have a legal obligation to pay the other customer's bill) or for any other class of service.
- You fail to pay for purchase of services such as the following:
 - For MTS or other goods and services provided by CenturyLink or for which CenturyLink bills.
 - For service provided four (4) or more years ago unless the customer made a payment on the bill within the last four (4) years, or the customer signed a written payment agreement and then failed to pay.
 - The subject of an informal or formal complaint filed with the Commission.
 - Is at issue in a case pending before a court in the state of Idaho unless termination is authorized by court order.

Your telephone service can be temporarily disconnected between the hours of 8 a.m. and 4 p.m., Monday through Thursday, and before noon on Fridays. Service cannot be turned off after noon on Fridays, weekends, legally recognized Idaho holidays, or after noon any day before a legally recognized Idaho holiday or at any time when the telephone company's business offices are not open for business.

Termination Without Notification. CenturyLink can terminate service without notification only under the five following conditions:

- A dangerous or hazardous condition exists
- Service was obtained without authorization or knowledge of the telephone company
- By order of any court, the Public Utilities Commission, or any other authorized public authority
- If we have diligently tried to notify you but have been unsuccessful in our attempts to contact you
- You have misrepresented your identity

Payment Arrangements/Partial Payments/Disputed Charges. If you cannot pay the entire bill, payment arrangements can be made with us to pay part of the amount immediately and the remainder in installments. A payment schedule will be developed that is individually tailored to your need and ability to pay.

If you cannot pay a bill in full, or if you dispute a portion of the charges, you may tell us how to apply your partial payment to charges for local service, CenturyLink long distance and other services. Partial payments will be applied toward local exchange service charges first, unless the customer requests otherwise. Charges for services other than local exchange services cannot be used as a basis for disconnection. If you want to avoid disconnection of your local service, advise us that your partial payment first be applied to the charges for that service.

Unauthorized Change to Another Long-Distance Company. Your long-distance company cannot be changed without your permission. If your service is changed without your permission, and the change results in a charge, you must notify us. We will remove the charge from your bill and impose the charge on the telephone company which had requested the change unless that company can verify that you authorized the change and were informed of the charge for the change.

Medical Emergencies. You can delay termination of service for 30 days by obtaining a certificate from a doctor or public health official stating that a medical emergency exists or would be aggravated if your phone service were disconnected. A second extension may be granted if another certificate is presented. The certificate must be signed by the person certifying the medical condition and must name the person affected.

Rules For Deposit. A deposit is required only if:

- You have not paid an undisputed bill with any telephone company for services.
- Your service was temporarily denied or terminated within the past four years for any of the following reasons:
 - Nonpayment of any undisputed delinquent bill.
 - Obtaining or using service without authorization.
- You file for bankruptcy
- You do not have verifiable previous telephone service and do not pass an objective credit screen.
- You provide materially false information on your application.
- You request service at a residence where a former customer still resides and a balance is past due or still owing on the former customer's bill.

What if a deposit is required? If we require a deposit or deny you service, you may request a written explanation and will be given a chance to discuss that decision with us. In the event of a dispute, the customer must be advised that an informal or formal complaint may be filed with the Commission. If you pay a deposit, you have the right to a receipt. Interest will be paid from the date the deposit is taken until refunded or applied. Deposits, with interest, will be refunded or credited to your account promptly when you have paid all undisputed bills and have no more than one (1) late payment during the past twelve (12) consecutive months.

The amount of the deposit shall not exceed two (2) months charges for basic local telephone service. Additional deposits for damage or other reasons independent of usage may be in reasonable amounts.

Complaint Procedure. You may, at any time, file a complaint and request a conference with us. After we receive a complaint, we will start an investigation immediately. The results will be given to you and you will be given an opportunity to discuss the results. If you are still dissatisfied, your complaint may be taken to the Idaho Public Utilities Commission for review. Service will not be turned off during any part of this complaint procedure IF ALL UNDISPUTED PARTS OF THE BILL ARE PAID.

Upon receipt of notice from the Commission of an informal complaint from a telephone customer, the Company must respond to the Commission within 10 days unless an extension of time is requested by the Company and granted by the Commission.

Important Notice Concerning Purchase of Goods and Services by Telephone. You have important rights under the Idaho Telephone Solicitation Act. Under this Act, it is illegal for persons attempting to sell you goods or services by telephone (telephone solicitors):

- To intimidate or harass you in connection with the attempted sale.
- To refuse to hang up and free your telephone line immediately once you request them to do so.
- To misstate the price, quality, or availability of goods or services, or to fail to reveal all material terms relating to the sale of goods or services.
- To advertise, represent or imply that they have the endorsement of any government office or agency when they do not.
- To advertise, represent or imply that they have a valid registration number with the Attorney General when they do not.
- To use any unfair method of competition or unfair or deceptive practice.
- To call any Idaho resident whose telephone number is listed on the Idaho "no telephone solicitation contact" list when that number has been on such list for at least three (3) months prior to the date the telephone solicitation is made.

Any person not yet 18 years old who purchases goods or services pursuant to a telephone solicitation may cancel the purchase within a reasonable time after the purchase is made. No parent or legal guardian having custody of a person not yet 18 years old is liable for the purchase of goods and services by a person not yet 18 years old pursuant to telephone solicitation.

When you agree to purchase goods or services over the telephone, you have a right to reconsider and cancel your agreement for up to three business days after receiving a written confirmation of the sale.

A person whose rights are violated by telephone solicitors may have the right to declare a contract of purchase null and void or invoke other remedies under the Idaho Consumer Protection Act. Any Idaho subscriber to residence, mobile or telephonic paging service may choose to be placed on the Idaho "no telephone solicitation contact list" through a procedure approved by the Idaho Attorney General.

If you believe that a telephone solicitor has committed any unlawful acts, you may contact the Attorney General's office for assistance and information at:

1-800-432-3545 (toll free) or 334-2424 (Boise Area) Idaho Relay Service. Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Idaho Relay Service numbers listed here. A trained Communications Assistant 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 a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

Telephone Numbers for Idaho Relay Service	
ASCII / Computer	1-800-377-3529
Spanish.....	1-866-252-0684
Speech to Speech	1-888-791-3004
TTY	1-800-377-3529
Voice	1-800-377-1363

For more information about Idaho Telecommunications Relay Service, please contact Idaho Relay Customer Service by phone at 1-800-368-6185 (Voice or TTY) or via email at relay@hamiltonrelay.com.

Types of TRS Calls

- Computer (ASCII) users can access 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 Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.
- 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 Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Text telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

Captioned Telephone Service (CapTel®)

- CapTel allows a person who has hearing loss to receive word-for-word captions of their telephone conversation on their phone. To use captioned telephone service, one must have a CapTel phone. The captions are displayed on the telephone built-in display screen so that the user can read the words while listening to the voice of the other party. Users of CapTel service place a call using a CapTel phone, simply dialing the number of the person they wish to call. The CapTel phone automatically connects to the captioning service. 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 9-1-1 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.