

## TN-CenturyLink Internet Basics PROGRAM APPLICATION

**Please Read All Instructions Before Completing**

Date: \_\_\_\_\_

Please fill in all information as completely as possible. The information on this application is strictly confidential and will only be used to verify your eligibility for the CenturyLink Internet Basics program and service. Once you have completed and signed this form please mail or fax the form and copies of supporting documents as instructed at the bottom of the second page. Once your form and supporting documentation is received, CenturyLink will contact you regarding your eligibility and to complete your order if approved. Original documents will not be returned.

Telephone Number or existing Account #	First Name	Middle Initial	Last Name	
Address/Apartment #		City	State	Zip code
Social Security Number of Applicant	Cell or can be reached phone number		Best time for us to reach you to complete your order	
Current email address			Do you have an Active home security system? (YES/NO)	

**PLEASE CHECK programs in which you currently participate and attach a copy of eligibility documentation:**

<input type="checkbox"/>	Federal Public Housing Assistance / Section 8	<input type="checkbox"/>	Additional eligibility criteria may apply to residents of <u>federally recognized tribal lands</u>
<input type="checkbox"/>	Supplemental Nutrition Assistance Program (SNAP)	<input type="checkbox"/>	Supplemental Security Income (SSI)
<input type="checkbox"/>	Medicaid	<input type="checkbox"/>	National School Lunch (free program only)
<input type="checkbox"/>	Low Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/>	Temporary Assistance for Needy Families (TANF)
		<input type="checkbox"/>	Total household income at or below 135% of the <u>Federal Poverty Guidelines</u>

**Please provide the following:**

1. Signed and completed **CenturyLink Internet Basics** program application and supporting documents for either #2 or #3 below.
2. If you are qualifying under a program, provide a copy of a program identification card or other social service agency documentation showing current participation for each program checked above.
3. If you are qualifying based on the size and income level of your household, provide a copy of one of the following:
  - Last year's Federal or State Income Tax Return
  - Current Annual Income Statement from Employer
  - Paycheck Stubs for most recent three consecutive months
  - Social Security Statement of Benefits
  - Veteran's Administration Statement of Benefits
  - Retirement or Pension Statement of Benefits
  - Unemployment or Worker's Compensation Statement of Benefits
  - Letter of Participation in General Assistance
  - Divorce Decree or Child Support Documentation

Please also indicate the size and income level of your household by selecting one of the following:

Please check Box	Number of people living in home	Household Income: (at or below)	Please check Box	Number of people living in home	Household Income: (at or below)
<input type="checkbox"/>	1	\$15,080	<input type="checkbox"/>	6	\$41,810
<input type="checkbox"/>	2	\$20,426	<input type="checkbox"/>	7	\$47,156
<input type="checkbox"/>	3	\$25,772	<input type="checkbox"/>	8	\$52,502
<input type="checkbox"/>	4	\$31,118	<input type="checkbox"/>	No. ___	\$ _____ *
<input type="checkbox"/>	5	\$36,464			

\*For each additional person, add \$5,346

### CenturyLink Internet Basics Program Service Order Form- Please check the boxes below to select your HSI service and equipment in either column.

<b>No, I do not want to purchase a Net Book computer</b> 1 Year Term Commitment (Minimum commitment required)	<b>Yes, I would like to purchase a Net Book computer</b> 2 Year Term Commitment (Minimum commitment required for net book computer purchase)																		
Net Book computer not available for purchase with the one year Term commitment	<input type="checkbox"/> <b>Net Book Computer Purchase</b> \$150.00																		
<b>Router Lease</b> \$6.99/month* <input type="checkbox"/>	<b>Router Purchase</b> \$99.99** <input type="checkbox"/>																		
*Router lease rate will be discounted to \$0.00 on your bill for the first 12 months of service. In the 13 <sup>th</sup> month, the lease rate will return to the rate listed above. **Customers that purchase routers will be charged a \$14.99 shipping and handling fee for that router.	*Router lease rate will be discounted to \$0.00 on your bill for the first 12 months of service. In the 13 <sup>th</sup> month, the lease rate will return to the rate listed above. **Customers that purchase routers will be charged a \$14.99 shipping and handling fee for that router.																		
<b>HSI speeds</b> All speeds may not be available in all areas  <table style="width:100%; text-align:center;"> <tr> <td><b>up to 1.5 M</b></td> <td><b>up to 3M</b></td> <td><b>4M up to 10M</b></td> </tr> <tr> <td>\$9.95/month 1<sup>st</sup> year*</td> <td>\$14.95/month 1<sup>st</sup> year*</td> <td>\$19.95/month 1<sup>st</sup> year*</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> After first year, prices increase to the following: 1.5M= \$14.95/month up to 3M=\$19.95/month 4M up to 10M=\$24.95/month *Prices do not reflect additional broadband recovery fee of \$1.99/month	<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>	\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>HSI speeds</b> All speeds may not be available in all areas  <table style="width:100%; text-align:center;"> <tr> <td><b>up to 1.5 M</b></td> <td><b>up to 3M</b></td> <td><b>4M up to 10M</b></td> </tr> <tr> <td>\$9.95/month 1<sup>st</sup> year*</td> <td>\$14.95/month 1<sup>st</sup> year*</td> <td>\$19.95/month 1<sup>st</sup> year*</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> After first year, prices increase to the following: 1.5M= \$14.95/month up to 3M=\$19.95/month 4M up to 10M=\$24.95/month *Prices do not reflect additional broadband recovery fee of \$1.99/month	<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>	\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>																	
\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>																	
\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>Required Fees (One Time charge):</b>	<b>Required Fees (One Time charge):</b>																		
<table style="width:100%;"> <tr> <td><b>Self Install</b></td> <td><b>Basic Tech Install</b></td> <td><b>Networking Tech Install</b></td> </tr> <tr> <td>No charge</td> <td>\$59.99</td> <td>\$99.99</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> Basic Tech Install is for one computer, Networking Tech Install is up to 5.	<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>	No charge	\$59.99	\$99.99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table style="width:100%;"> <tr> <td><b>Self Install</b></td> <td><b>Basic Tech Install</b></td> <td><b>Networking Tech Install</b></td> </tr> <tr> <td>No Charge</td> <td>\$59.99</td> <td>\$99.99</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> Basic Tech Install is for one computer, Networking Tech Install is up to 5.	<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>	No Charge	\$59.99	\$99.99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>																	
No charge	\$59.99	\$99.99																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>																	
No Charge	\$59.99	\$99.99																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>HSI Activation Fee..... \$14.95</b>	<b>HSI Activation Fee..... \$14.95</b>																		
	<b>Net book shipping and handling fee..... \$14.99</b>																		

\*Both one and two year term commitments have a prorated \$200 Early Termination Fee that is applied if customer disconnects before the end of their term. Qualifying customers may keep the CenturyLink Internet Basics program for a maximum of 5 years after service activation provided customer still qualifies during that time. Prices for HSI service return to normal rates after 5 years. Router Lease/Purchase fees, Install fees, and Required fees, in some areas, may be less. The first bill will include charges for the first full month of service billed in advance, prorated charges for basic service from the date of installation to bill date, and one-time charges for service activation or equipment purchases. Net book purchase must be paid in full prior to shipment. Equipment and service taxes may apply. If you purchase the net book as part of this program the warranty and support for the computer equipment will be covered by the manufacturer or other identified third party, not CenturyLink.

**PLEASE READ AND SIGN THE FOLLOWING:**

By signing below, I certify under penalty of perjury that 1) the information contained within this application and accompanied documents are true and correct; 2) the HSI service for which I am applying for the discount will be billed in my name; 3) the address listed is my primary place of residence, not a second home or a business; 4) I understand and agree that my household can only receive one HSI discount in total even if my household has more than one internet account; and 5) the number of people in my household as stated above (when qualifying under income criteria) is true and correct. 6.) I currently do not have HSI internet with CenturyLink and have not for the last 90 days.

I authorize CenturyLink or its duly appointed representative to access any records required to verify my statements herein and to confirm my continued eligibility for this HSI discount program. I also authorize social service agency representatives to discuss with and/or provide information to CenturyLink verifying my participation in benefit programs that qualify me for this program. If approved for this program, I authorize CenturyLink or its appointed representative to contact me to gather additional information on my experience with the CenturyLink Internet Basics program. If approved for this program, I also authorize CenturyLink to perform a credit check as part of establishing service. I understand that completion of this application does not constitute immediate approval for the CenturyLink Internet Basics program.

I agree to notify CenturyLink when I no longer participate in any of the above qualifying public assistance programs or when there has been a change in the size or income level of my household. I am aware that CenturyLink may require a yearly re-approval process to ensure continued eligibility for this program and I could be discontinued from the CenturyLink Internet Basics program at the time I no longer am eligible. I am aware that I am allowed to have the CenturyLink Internet Basics program discount only once and it cannot be re-applied for if it is taken off my account or I discontinue service for any reason. I am aware that I can stay on the CenturyLink Internet Basics program for a maximum of 5 years after activation of service providing I meet the qualification requirements continually during that 5 year time and keep the account in good standing. If I elect to purchase the computing equipment as part of the participation in this program, the computer equipment will be covered by the warranty of the manufacturer or third party supplier. I certify under penalty of perjury the above information and attached documentation is true and that I and no one else are receiving benefits at this address for HSI service.

By signing below, I acknowledge that providing fraudulent documentation in order to receive assistance is punishable by law.

\_\_\_\_\_  
 Applicant Signature

\_\_\_\_\_  
 Date

**DISCLAIMER –** Individuals that qualify for the HSI discount program based on eligibility, may experience service limitations. Speed and availability of service are not guaranteed. CenturyLink high speed internet service requires the use of a compatible modem or router.

To place your order for HSI, please fill out this form and mail or FAX this completed application and copies of required supporting documents to(Original documents are not returned):

CenturyLink Data Services Or Fax to 1-866-810-7530  
 555 Lake Border Drive  
 Apopka, FL 32703

For answers to questions concerning this program,  
 Please call CenturyLink at 1-800-257-3212

## CenturyLink Internet Basics PROGRAM APPLICATION COPY

Please keep for your records

<b>No, I do not want to purchase a Net Book computer</b> 1 Year Term Commitment (Minimum commitment required)	<b>Yes, I would like to purchase a Net Book computer</b> 2 Year Term Commitment (Minimum commitment required for net book computer purchase)																		
Net Book computer not available for purchase with the one year Term commitment	<input type="checkbox"/> <b>Net Book Computer Purchase</b> \$150.00																		
<b>Router Lease</b> \$6.99/month* <input type="checkbox"/>	<b>Router Purchase</b> \$99.99** <input type="checkbox"/>																		
*Router lease rate will be discounted to \$0.00 on your bill for the first 12 months of service. In the 13 <sup>th</sup> month, the lease rate will return to the rate listed above. **Customers that purchase routers will be charged a \$14.99 ship and handling fee for that router.	*Router lease rate will be discounted to \$0.00 on your bill for the first 12 months of service. In the 13 <sup>th</sup> month, the lease rate will return to the rate listed above. **Customers that purchase routers will be charged a \$14.99 ship and handling fee for that router.																		
<b>HSI speeds</b> All speeds may not be available in all areas  <table style="width: 100%; text-align: center;"> <tr> <td><b>up to 1.5 M</b></td> <td><b>up to 3M</b></td> <td><b>4M up to 10M</b></td> </tr> <tr> <td>\$9.95/month 1<sup>st</sup> year*</td> <td>\$14.95/month 1<sup>st</sup> year*</td> <td>\$19.95/month 1<sup>st</sup> year*</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> After first year, prices increase to the following: 1.5M= \$14.95/month up to 3M=\$19.95/month 4M up to 10M=\$24.95/month *Prices do not reflect additional broadband recovery fee of \$1.99/month	<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>	\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>HSI speeds</b> All speeds may not be available in all areas  <table style="width: 100%; text-align: center;"> <tr> <td><b>up to 1.5 M</b></td> <td><b>up to 3M</b></td> <td><b>4M up to 10M</b></td> </tr> <tr> <td>\$9.95/month 1<sup>st</sup> year*</td> <td>\$14.95/month 1<sup>st</sup> year*</td> <td>\$19.95/month 1<sup>st</sup> year*</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> After first year, prices increase to the following: 1.5M= \$14.95/month up to 3M=\$19.95/month 4M up to 10M=\$24.95/month *Prices do not reflect additional broadband recovery fee of \$1.99/month	<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>	\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>																	
\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>up to 1.5 M</b>	<b>up to 3M</b>	<b>4M up to 10M</b>																	
\$9.95/month 1 <sup>st</sup> year*	\$14.95/month 1 <sup>st</sup> year*	\$19.95/month 1 <sup>st</sup> year*																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>Required Fees (One Time charge):</b>	<b>Required Fees (One Time charge):</b>																		
<table style="width: 100%;"> <tr> <td><b>Self Install</b></td> <td><b>Basic Tech Install</b></td> <td><b>Networking Tech Install</b></td> </tr> <tr> <td>No Charge</td> <td>\$59.99</td> <td>\$99.99</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> Basic Tech Install is for one computer, Networking Tech Install is up to 5.	<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>	No Charge	\$59.99	\$99.99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table style="width: 100%;"> <tr> <td><b>Self Install</b></td> <td><b>Basic Tech Install</b></td> <td><b>Networking Tech Install</b></td> </tr> <tr> <td>No Charge</td> <td>\$59.99</td> <td>\$99.99</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> Basic Tech Install is for one computer, Networking Tech Install is up to 5.	<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>	No Charge	\$59.99	\$99.99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>																	
No Charge	\$59.99	\$99.99																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>Self Install</b>	<b>Basic Tech Install</b>	<b>Networking Tech Install</b>																	
No Charge	\$59.99	\$99.99																	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
<b>HSI Activation Fee.....\$14.95</b>	<b>HSI Activation Fee.....\$14.95</b>																		
	<b>Net book shipping and Handling fee..... \$14.99</b>																		

\*Both one and two year term commitments have a prorated \$200 Early Termination Fee that is applied if customer disconnects before the end of their term. Qualifying customers may keep the CenturyLink Internet Basics program for a maximum of 5 years after service activation provided customer still qualifies during that time. Prices for HSI service return to normal rates after 5 years. Router Lease/Purchase fees, Install fees, and Required fees, in some areas, may be less. The first bill will include charges for the first full month of service billed in advance, prorated charges for basic service from the date of installation to bill date, and one-time charges for service activation or equipment purchases. Net book purchase must be paid in full prior to shipment. Equipment and service taxes may apply. If you purchase the net book as part of this program the warranty and support for the computer equipment will be covered by the manufacturer or other identified third party, not CenturyLink.

**PLEASE READ AND SIGN THE FOLLOWING:**

By signing below, I certify under penalty of perjury that 1) the information contained within this application and accompanied documents are true and correct; 2) the HSI service for which I am applying for the discount will be billed in my name; 3) the address listed is my primary place of residence, not a second home or a business; 4) I understand and agree that my household can only receive one HSI discount in total even if my household has more than one internet account; and 5) the number of people in my household as stated above (when qualifying under income criteria) is true and correct. 6.) I currently do not have HSI internet with CenturyLink and have not for the last 90 days.

I authorize CenturyLink or its duly appointed representative to access any records required to verify my statements herein and to confirm my continued eligibility for this HSI discount program. I also authorize social service agency representatives to discuss with and/or provide information to CenturyLink verifying my participation in benefit programs that qualify me for this program. If approved for this program, I authorize CenturyLink or its appointed representative to contact me to gather additional information on my experience with the CenturyLink Internet Basics program. I understand that completion of this application does not constitute immediate approval for the CenturyLink Internet Basics program.

I agree to notify CenturyLink when I no longer participate in any of the above qualifying public assistance programs or when there has been a change in the size or income level of my household. I am aware that CenturyLink may require a yearly re-approval process to ensure continued eligibility for this program and I could be discontinued from the CenturyLink Internet Basics program at the time I no longer am eligible. I am aware that I am allowed to have the CenturyLink Internet Basics program discount only once and it cannot be re-applied for if it is taken off my account or I discontinue service for any reason. I am aware that I can stay on the CenturyLink Internet Basics program for a maximum of 5 years after activation of service providing I meet the qualification requirements continually during that 5 year time and keep the account in good standing. If I elect to purchase the computing equipment as part of the participation in this program, the computer equipment will be covered by the warranty of the manufacturer or third party supplier. I certify under penalty of perjury the above information and attached documentation is true and that I and no one else are receiving benefits at this address for HSI service.

By signing below, I acknowledge that providing fraudulent documentation in order to receive assistance is punishable by law.

\_\_\_\_\_  
 Applicant Signature

\_\_\_\_\_  
 Date

**DISCLAIMER – Individuals that qualify for the HSI discount program based on eligibility, may experience service limitations. Speed and availability of service are not guaranteed. CenturyLink high speed internet service requires the use of a compatible modem or router.**