

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE WITH E-MAIL SERVICE (See separate pricing table for CenturyLink High-Speed Internet and Pure Broadband over Fiber to the Premise)</b>			
CenturyLink High-Speed Internet	Connection speeds up to 256Kbps downstream/up to 256kbps upstream	\$32.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$45.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$55.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$60.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$65.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$70.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$75.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$80.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$115.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$125.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 60Mbps downstream/up to 30Mbps upstream	\$95.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 80Mbps downstream/up to 40Mbps upstream	\$120.99	See below

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment. For up to 12, 20 and 40 Mbps connection speeds, fiber optics exists from the Neighborhood Terminal to the Internet with a DSL copper line connecting the Neighborhood Terminal to the home. Speed tiers of 7 Mbps and lower are provided over fiber optics in selected areas only. Customers qualifying for CenturyLink High-Speed Internet with connection speeds up to 7Mbps will receive maximum line speeds ranging from 3 to 7 Mbps.

<sup>3</sup> 7, 12, 20 and 40 Mbps speed tiers are available only at select locations. Not all speeds qualify for 5 and 20Mbps upstream. Please contact CenturyLink for details.

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<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE WITH E-MAIL SERVICE (See separate pricing table for CenturyLink High-Speed Internet and Pure Broadband over Fiber to the Premise)</b>			
CenturyLink High-Speed Internet	Connection speeds up to 100Mbps downstream/up to 12Mbps upstream	\$120.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$53.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$63.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$68.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$73.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$78.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$83.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$88.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$123.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$133.99	See below

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<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment. For up to 12, 20 and 40 Mbps connection speeds, fiber optics exists from the Neighborhood Terminal to the Internet with a DSL copper line connecting the Neighborhood Terminal to the home. Speed tiers of 7 Mbps and lower are provided over fiber optics in selected areas only. Customers qualifying for CenturyLink High-Speed Internet with connection speeds up to 7Mbps will receive maximum line speeds ranging from 3 to 7 Mbps.

<sup>3</sup> 7, 12, 20 and 40 Mbps speed tiers are available only at select locations. Not all speeds qualify for 5 and 20Mbps upstream. Please contact CenturyLink for details.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE OVER FIBER TO THE PREMISE WITH E-MAIL SERVICE</b>			
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 60Mbps downstream/up to 30Mbps upstream	\$96.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 80Mbps downstream/up to 40Mbps upstream	\$123.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 100Mbps downstream/up to 12Mbps upstream	\$123.99	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 12Mbps downstream/up to 896kbps upstream	\$36.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 12Mbps downstream/up to 5Mbps upstream	\$41.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 20Mbps downstream/up to 896kbps upstream	\$46.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 20Mbps downstream/up to 5Mbps upstream	\$51.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$56.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$61.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 100Mbps <sup>3</sup> downstream/up to 50Mbps upstream	\$71.00	See below
CenturyLink High-Speed Internet over Fiber to the Premise	Connection speeds up to 1000Mbps <sup>3</sup> downstream/up to 1000Mbps upstream	\$130.95	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 12Mbps downstream/up to 896kbps upstream	\$54.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 12Mbps downstream/up to 5Mbps upstream	\$59.00	See below

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<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment.

<sup>3</sup> 40, 100, 500 and 1000 Mbps speed tiers are available only at select locations. Fiber to the Premise provides fiber optics from the home through the CenturyLink network to the Internet. Please contact CenturyLink for details.

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CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE OVER FIBER TO THE PREMISE WITH E-MAIL SERVICE</b>			
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 20Mbps downstream/up to 896kbps upstream	\$64.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 20Mbps downstream/up to 5Mbps upstream	\$69.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$74.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$79.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 100Mbps <sup>3</sup> downstream/up to 50Mbps upstream	\$94.00	See below
Pure Broadband over Fiber to the Premise (no voice line required)	Connection speeds up to 1000Mbps <sup>3</sup> downstream/up to 1000Mbps upstream	\$153.95	See below

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<sup>3</sup> 40, 100, 500 and 1000 Mbps speed tiers are available only at select locations. Fiber to the Premise provides fiber optics from the home through the CenturyLink network to the Internet. Please contact CenturyLink for details.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE – NO E-MAIL INCLUDED</b>			
CenturyLink High-Speed Internet	Connection speeds up to 256Kbps downstream/up to 256kbps upstream	\$25.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$38.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$48.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$53.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$58.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$63.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$68.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$73.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$108.99	See below
CenturyLink High-Speed Internet	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$118.99	See below

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## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE – NO E-MAIL INCLUDED</b>			
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$46.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$56.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$61.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$66.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 12Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$71.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$76.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 20Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$81.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 5Mbps upstream	\$116.99	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 40Mbps <sup>3</sup> downstream/up to 20Mbps upstream	\$126.99	See below

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CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE (Not Including Internet Access or ISP Features)</b>			
CenturyLink High-Speed Internet	Connection speeds up to 256Kbps downstream/up to 256kbps upstream	\$16.00	See below
CenturyLink High-Speed Internet	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$29.00	See below
CenturyLink High-Speed Internet	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$39.00	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$37.00	See below
Pure Broadband (formerly CenturyLink High-Speed Internet – no voice line required)	Connection speeds up to 7Mbps <sup>3</sup> downstream/up to 896Kbps upstream	\$47.00	See below

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<sup>3</sup> The 7 Mbps speed tier is available only at select locations. Not all speeds qualify for 5 Mbps upstream. Please contact CenturyLink for details.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK @EASE™ PLANS<sup>4</sup> (Effective November 18, 2012. See Grandfathered Services section at the end of this Rate Card for older Plans.)</b>			
CenturyLink @Ease™ \$0.00 Plan	Includes: <ul style="list-style-type: none"> <li>• CenturyLink limited equipment warranty and 30-day service guarantee</li> <li>• Norton™ AntiVirus<sup>5</sup> (covers up to 5 PCs per CenturyLink High-Speed Internet line)</li> <li>• PC Health Check <sup>6</sup></li> <li>• Access to 24x7 technical support</li> </ul>	\$0.00 <sup>4</sup>	N/A
CenturyLink @Ease™ \$9.99 Plan (Standard)	Includes features of CenturyLink @Ease™ \$0.00 Plan, plus: <ul style="list-style-type: none"> <li>• Upgrade to Norton Internet Security<sup>5</sup></li> <li>• Norton Online Backup – 5 GB for up to 5 PCs<sup>7</sup></li> <li>• 24x7 technical support<sup>8</sup></li> <li>• PC Support Services Level I <sup>6</sup> <ul style="list-style-type: none"> <li>○ PC Health Check</li> <li>○ PC Support – PC Tune-Up/Optimization – 1 per year for up to 5 PCs</li> <li>○ Software Support</li> </ul> </li> <li>• PC Protection Plan <sup>9</sup></li> <li>• CenturyLink certified technician home visits at no additional charge while plan is in effect (see Maintenance of Service Charge below)</li> <li>• Data-Backer® and Extended Modem Warranty service<sup>10</sup></li> </ul>	\$9.99 <sup>4</sup>	N/A

<sup>4</sup> CenturyLink @Ease plans are available only to residential customers with new or existing CenturyLink High-Speed Internet service. Each plan covers one CenturyLink High-Speed Internet line. Customers with multi-line accounts who order a paid CenturyLink @Ease Plan are required to purchase a paid CenturyLink @Ease Plan for each CenturyLink High-Speed Internet line. CenturyLink @Ease Plans expire when you discontinue the Plan or your CenturyLink High-Speed Internet Service. MRCs for CenturyLink @Ease are in addition to MRCs for underlying CenturyLink High-Speed Internet service shown above. See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details.

<sup>5</sup> Requires acceptance of Norton Online Software Service License Agreement. Norton Products are not available to CenturyLink High-Speed Internet customers with Internet Basic or who do not purchase Internet access or ISP features from CenturyLink without a paid tier of CenturyLink @Ease.

<sup>6</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Remote Services End User License Agreement.

<sup>7</sup> Requires acceptance of Norton Online Backup agreement. Includes 5GB (for Standard Plan), 50GB (for Advanced Plan), or 200GB (for Ultra Plan) of storage capacity per account at no additional charge for CenturyLink High-Speed Internet subscribers. Customer can have more than one account, but can only back up one computer per account.

<sup>8</sup> In addition to technical support for CenturyLink Services and Equipment, includes support for third-party software installation, non-CenturyLink Web-based e-mail support, browser support, and third-party security service support. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to provide technician support for non-CenturyLink provided software, equipment and peripherals; however, successful installation and integration are not guaranteed. Please see <http://www.centurylink.com/ease> for details.

<sup>9</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of TNI PC Protection Plan agreement.

<sup>10</sup> Data-Backer service provides maintenance support for the inside wiring and jack associated with your CenturyLink High-Speed Internet Service line, as well as an Extended Modem Warranty for purchased modems. The Extended Modem Warranty coverage applies upon the Effective Date (for accidental damage due to handling or power surges), and after the manufacturer's warranty (for operational failure due to defect or normal wear and tear). Includes on site trouble shooting and repair without incurring trip and maintenance charges, plus modem replacement under the Extended Modem Warranty. Requires acceptance of the CenturyLink High-Speed Internet® with CenturyLink @Ease™ and Data-Backer® and Extended Modem Warranty terms and conditions.

<sup>11</sup> Includes advanced home network setup (wireless or wired) and troubleshooting. Service is only available with networking equipment (e.g., modems and other wireless networking devices) purchased or leased from CenturyLink. Limited to support of 1 network device, 1 printer and up to 5 computers (with a maximum of 7 peripheral devices, including both computers or game consoles) per high speed Internet connection at no additional charge. Installation charges may apply for support of additional equipment. Wireless encryption is also included if required. Customer must supply appropriate printer driver. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to connect customer devices to the network device. However, successful networking setup and maintenance are not guaranteed. Modem port forwarding may need to be configured for specific network devices. Configuration of network devices for specific functionality and demonstration of how to use network devices is not included in the Service. See <http://www.centurylink.com/ease> for additional details.

<sup>12</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Intersections Identity Guard agreement.

<sup>13</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Road America agreement.

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<b>CENTURYLINK @EASE™ PLANS<sup>4</sup> (Effective November 18, 2012. See Grandfathered Services section at the end of this Rate Card for older Plans.)</b>			
CenturyLink @Ease™ \$14.99 Plan (Advanced)	Includes the features of CenturyLink @Ease Standard, plus: <ul style="list-style-type: none"> <li>• Upgrade to Norton 360 for up to 5 computers<sup>5</sup></li> <li>• Upgrade to 50GB of Norton Online Backup for up to 5 PCs<sup>7</sup></li> <li>• PC Support Services Level II<sup>6</sup> <ul style="list-style-type: none"> <li>○ Includes features of PC Support Services Level I, plus</li> <li>○ Now available over phone or online chat</li> <li>○ PC Support – PC Tune-Up/Optimization – 2 per year for up to 5 PCs</li> <li>○ Peripheral Devices</li> </ul> </li> <li>• Extended Modem Warranty<sup>10</sup> <ul style="list-style-type: none"> <li>○ Applies to any modem purchased from CenturyLink</li> <li>○ Existing modems already purchased outside the manufacturer’s warranty are also covered</li> </ul> </li> </ul>	\$14.99 <sup>4</sup>	N/A
CenturyLink @Ease™ \$19.99 Plan (Ultra)	Includes features of Century @Ease Advanced, plus: <ul style="list-style-type: none"> <li>• Upgrade to 200 GB of Norton Online Backup for up to 5 PCs<sup>5</sup></li> <li>• PC Support Services Level III<sup>6</sup> <ul style="list-style-type: none"> <li>○ Includes features of PC Support Services Level II, plus</li> <li>○ PC Support – PC Tune-Up/Optimization – 3 per year for up to 5 PCs</li> <li>○ Home Networking<sup>11</sup> – one-time setup and ongoing support</li> <li>○ Malware/Virus Removal – 1 removal every six months</li> </ul> </li> <li>• Identity Theft Protection<sup>12</sup></li> <li>• Roadside Assistance<sup>13</sup></li> </ul>	\$19.99 <sup>4</sup>	N/A

<sup>4</sup> CenturyLink @Ease plans are available only to residential customers with new or existing CenturyLink High-Speed Internet service. Each plan covers one CenturyLink High-Speed Internet line. Customers with multi-line accounts who order a paid CenturyLink @Ease Plan are required to purchase a paid CenturyLink @Ease Plan for each CenturyLink High-Speed Internet line. CenturyLink @Ease Plans expire when you discontinue the Plan or your CenturyLink High-Speed Internet Service. MRCs for CenturyLink @Ease are in addition to MRCs for underlying CenturyLink High-Speed Internet service shown above. See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details.

<sup>5</sup> Requires acceptance of Norton Online Software Service License Agreement. Norton Products are not available to CenturyLink High-Speed Internet customers with Internet Basic or who do not purchase Internet access or ISP features from CenturyLink without a paid tier of CenturyLink @Ease.

<sup>6</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Remote Services End User License Agreement.

<sup>7</sup> Requires acceptance of Norton Online Backup agreement. Includes 5GB (for Standard Plan), 50GB (for Advanced Plan), or 200GB (for Ultra Plan) of storage capacity per account at no additional charge for CenturyLink High-Speed Internet subscribers. Customer can have more than one account, but can only back up one computer per account.

<sup>8</sup> In addition to technical support for CenturyLink Services and Equipment, includes support for third-party software installation, non-CenturyLink Web-based e-mail support, browser support, and third-party security service support. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to provide technician support for non-CenturyLink provided software, equipment and peripherals; however, successful installation and integration are not guaranteed. Please see <http://www.centurylink.com/ease> for details.

<sup>9</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of TNI PC Protection Plan agreement.

<sup>10</sup> Data-Backer service provides maintenance support for the inside wiring and jack associated with your CenturyLink High-Speed Internet Service line, as well as an Extended Modem Warranty for purchased modems. The Extended Modem Warranty coverage applies upon the Effective Date (for accidental damage due to handling or power surges), and after the manufacturer’s warranty (for operational failure due to defect or normal wear and tear). Includes on site trouble shooting and repair without incurring trip and maintenance charges, plus modem replacement under the Extended Modem Warranty. Requires acceptance of the CenturyLink High-Speed Internet® with CenturyLink @Ease™ and Data-Backer® and Extended Modem Warranty terms and conditions.

<sup>11</sup> Includes advanced home network setup (wireless or wired) and troubleshooting. Service is only available with networking equipment (e.g., modems and other wireless networking devices) purchased or leased from CenturyLink. Limited to support of 1 network device, 1 printer and up to 5 computers (with a maximum of 7 peripheral devices, including both computers or game consoles) per high speed Internet connection at no additional charge. Installation charges may apply for support of additional equipment. Wireless encryption is also included if required. Customer must supply appropriate printer driver. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to connect customer devices to the network device. However, successful networking setup and maintenance are not guaranteed. Modem port forwarding may need to be configured for specific network devices. Configuration of network devices for specific functionality and demonstration of how to use network devices is not included in the Service. See <http://www.centurylink.com/ease> for additional details.

<sup>12</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Intersections Identity Guard agreement.

<sup>13</sup> See the CenturyLink @Ease Web site at <http://www.centurylink.com/ease> for details. Requires acceptance of Road America agreement.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK @EASE™ A LA CARTE PRODUCTS<sup>14</sup></b>			
Malware Removal	One-time remote scan of a single PC to detect and remove malicious software that can cause system instability <sup>15</sup>	N/A	\$119.00
PC Tune up	One-time remote check of a single PC to enhance system performance, if possible <sup>15, 16</sup>	N/A	\$69.00
Remote Assisted Install	One-time remote assistance to install the software bundle delivered via the CenturyLink installer <sup>15,17</sup>	N/A	\$49.00

<sup>14</sup> Purchase of a CenturyLink @Ease™ plan not required for these products.

<sup>15</sup> Requires acceptance of Remote Services End User License Agreement.

<sup>16</sup> CenturyLink will attempt removal of items that can cause system crashes or freezing, and system performance enhancement, if possible.

<sup>17</sup> The CenturyLink installer allows customers to download software to their computer.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>EQUIPMENT</b>			
Advanced Networking High-Speed Internet Modem	Advanced networking high-speed Internet modem + 2 inline filters.	\$9.99 Lease (Optional)	\$99.99 Purchase (Optional)
Premium Networking Modem	Premium networking high-speed Internet modem + 2 inline filters	\$9.99 Lease (Optional)	\$99.99 Purchase (Optional)
Additional micro filters	Package of 2 Inline Filters	N/A	\$9.95 for each package
High-Speed Internet 2-Line Filter	High-Speed Internet 2-Line Filter (qty 1)	N/A	\$5.00
Wireless USB Adaptor	USB adaptor for desktop computers	N/A	\$39.95

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>OPTIONAL FEATURES</b>			
Static IP <sup>18</sup>	1 (for modem only)	\$10.00	\$75.00
Static IP <sup>18</sup>	8 (5 usable)	\$20.00	\$75.00
Static IP <sup>18</sup>	16 (13 usable)	\$40.00	\$75.00
Static IP <sup>18</sup>	32 (29 usable)	\$64.00	\$75.00
Static IP <sup>18</sup>	64 (61 usable)	\$128.00	\$75.00

CATEGORY	Description	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>INSTALLATION</b>			
Tech Installation	CenturyLink certified technician performed installation for up to 5 PCs. Wired connections to the modem must be in the same room and within 50 feet.	N/A	\$59.99
Tech Installation Lite	CenturyLink certified technician performed installation (no installation of PC)	N/A	\$29.99
Self Install	Customer performed installation	N/A	No Charge

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

<sup>18</sup> Not available to customers purchasing CenturyLink High-Speed Internet not including Internet access or ISP features.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>OTHER CHARGES</b>			
Pure Broadband Activation Fee	Pure Broadband activation	N/A	\$19.95
Shipping and Handling: Advanced Networking Modem	Charge for shipping advanced networking modem and installation kit to customer.	N/A	\$14.99
Shipping and Handling: Wireless PC Adaptor	Charge for shipping wireless PC adaptor to customer.	N/A	\$4.95
Speed/Destination Channel Charge	Charge for changing speed or ISP provider.	N/A	\$9.99
Maintenance of Service	Charge for CenturyLink trouble shooting if the trouble is not found in CenturyLink facilities or CenturyLink equipment or is found in customer equipment/systems.	N/A	\$100.00 per technician
Time and materials	Maintenance, repair, trouble isolation, and support services	N/A	Charges may be per technician, may vary depending on when services are performed (e.g., time of day and weekday, holiday or weekend), and may include a minimum charge regardless of the actual number of hours worked.
Early Termination Charge	Charge for terminating service before end of term commitment	N/A	\$100 for 1 year term \$200 for 2 year term
Restoral Charge	If CenturyLink places your account in "temp deny" status (i.e., your High-Speed Internet Service is temporarily suspended for non-payment), CenturyLink may charge you a restoral charge in addition to any accrued but unpaid charges you owe before re-activating your High-Speed Internet Service. Note: This fee is in addition to any Domain Name Reinstatement fee that may apply for reinstatement of an expired domain name.	N/A	\$25.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>SEASONAL SERVICE (ALSO REFERRED TO AS VACATION SERVICE) PRICING (not available for customers purchasing grandfathered CAP or IDSL Services)<sup>19</sup></b>			
CenturyLink High-Speed Internet with/without Internet Access and ISP Features	Seasonal Service charge for all packages, including CenturyLink High-Speed Internet with MSN® Premium or Windows Live™ from CenturyLink, CenturyLink High-Speed Internet with Internet Basic, and CenturyLink High-Speed Internet (not including Internet Access and ISP Features). Customer remains responsible for non-CenturyLink ISP charges	\$9.99	N/A
Standard High-Speed Internet Modem Lease <sup>20</sup>	Seasonal Service charge for standard modem lease (Applies only if you have placed both your CenturyLink High-Speed Internet and CenturyLink local phone service on Seasonal Service)	\$2.50	N/A
Advanced Networking High-Speed Internet Modem Lease	Seasonal Service charge for advanced networking modem lease (Applies only if you have placed both your CenturyLink High-Speed Internet and CenturyLink local phone service on Seasonal Service)	\$0.00	N/A
CenturyLink™ Home Network Backer® <sup>21</sup>	Seasonal Service charge for Home Network Backer® service (Applies only if you have placed both your CenturyLink High-Speed Internet and CenturyLink local phone service on Seasonal Service)	\$5.00	N/A
CenturyLink High-Speed Internet Data-Backer® <sup>22</sup>	Seasonal Service charge for CenturyLink High-Speed Internet Data-Backer® service (Applies only if you have placed both your CenturyLink High-Speed Internet and CenturyLink local phone service on Seasonal Service)	\$2.50	N/A

<sup>19</sup> Except as otherwise noted, while Service is on Seasonal Service, the charges listed in the table above apply in lieu of the corresponding standard Service charges for your plan. While you are on Seasonal Service, bundle discounts you may be otherwise entitled to will not apply, until you reinstate your Service. If you are on a grandfathered CAP or IDSL Service, you do not qualify for Seasonal Service.

<sup>20</sup> The Standard High-Speed Internet Modem was grandfathered effective April 15, 2011, and is only available to customers who ordered the modem prior to that date.

<sup>21</sup> CenturyLink™ Home Network Backer® Service was grandfathered effective August 21, 2008, and is only available to customers who ordered Home Network Backer prior to that date.

<sup>22</sup> CenturyLink High-Speed Internet Data-Backer® Service was grandfathered as an a la carte Service effective January 17, 2010, and is only available as an a la carte service to customers who ordered Data-Backer prior to that date. Certain CenturyLink @Ease Plans include Data-Backer Service, as shown on the CenturyLink @Ease Plans page of this Rate Card and customers may continue to purchase Data-Backer through those plans.

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET GRANDFATHERED SERVICES</b>				
<b>The following Services are available only to grandfathered customers. If you have a grandfathered CenturyLink High-Speed Internet Service, and request a change to your Service, you will be required to move from the grandfathered Service to a currently available CenturyLink High-Speed Internet product.</b>				
<b>Carrierless Amplitude/Phase Modulation (CAP) Grandfathered Services</b>				
CAP CenturyLink DSL Select  256 up to 640 kbps downstream, 272 kbps upstream	Month to Month	\$15.00 Charge is per session connection	N/A	\$69.00
	1 Yr Commitment	\$15.00 Charge is per session connection	N/A	\$69.00
	3 Yr Commitment	\$19.95 Charge is per session connection	N/A	\$69.00
	5 Yr Commitment	\$19.95 Charge is per session connection	N/A	\$69.00
CAP CenturyLink DSL 640k (dedicated connection)  256 up to 640 kbps downstream, 272 kbps upstream	Month to Month	\$28.00	N/A	\$69.00
	1 Yr Commitment	\$28.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$29.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$29.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
CAP CenturyLink DSL Pro Deluxe (dedicated connection)  256 up to 640 kbps downstream, 272 kbps upstream	Month to Month	\$55.00	N/A	\$69.00
	1 Yr Commitment	\$55.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$55.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$55.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
CAP CenturyLink DSL Pro 640kbps (dedicated connection)  640 kbps downstream, 544 kbps upstream	Month to Month	\$66.00	N/A	\$69.00
	1 Yr Commitment	\$64.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$62.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$60.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
CAP CenturyLink DSL Pro 960kbps (dedicated connection)  960 kbps downstream, 816 kbps upstream	Month to Month	\$77.00	N/A	\$69.00
	1 Yr Commitment	\$74.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$71.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$68.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
CAP CenturyLink DSL Pro 1.2Mbps (dedicated connection)  1.280 Mbps downstream, 1088 kbps upstream	Month to Month	\$88.00	N/A	\$69.00
	1 Yr Commitment	\$84.00	100% MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$80.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$76.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
CAP CenturyLink DSL Pro 4 Mbps (dedicated connection)  4.480 Mbps downstream, 1088 kbps upstream	Month to Month	\$165.00	N/A	\$69.00
	1 Yr Commitment	\$160.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$155.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$150.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
CAP CenturyLink DSL Pro 7 Mbps (dedicated connection)  7.168 Mbps downstream, 1088 kbps upstream	Month to Month	\$275.00	N/A	\$69.00
	1 Yr Commitment	\$269.00	100% of MRC X # months remaining in Term	\$69.00
	3 Yr Commitment	\$263.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
	5 Yr Commitment	\$257.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$69.00
<b>Discrete Multitone (DMT) Grandfathered Services</b>				
DMT DSL 640k (dedicated connection)  256 up to 640 kbps downstream, 128 up to 256 kbps upstream	Month to Month	\$28.00	N/A	\$99.00
	1 Yr Commitment	\$28.00	100% of MRC X # months remaining in Term	\$99.00
	3 Yr Commitment	\$29.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$29.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
DMT CenturyLink DSL Pro Deluxe (dedicated connection)  256 up to 640 kbps downstream, 128 up to 256 kbps upstream	Month to Month	\$55.00	N/A	\$99.00
	1 Yr Commitment	\$55.00	100% of MRC X # months remaining in Term	\$99.00
	3 Yr Commitment	\$55.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$55.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
DMT CenturyLink DSL Pro 640kbps (dedicated connection)  640 kbps downstream, 128 up to 640 kbps upstream	Month to Month	\$66.00	N/A	\$99.00
	1 Yr Commitment	\$64.00	100% of MRC X # months remaining in Term	\$99.00
	3 Yr Commitment	\$62.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$60.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
DMT CenturyLink DSL Pro 1 Mbps (dedicated connection)  1.024 Mbps downstream, 128 kbps up to 1.024 Mbps upstream	Month to Month	\$88.00	N/A	\$99.00
	1 Yr Commitment	\$84.00	100% of X # months remaining in Term	\$99.00
	3 Yr Commitment	\$80.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$76.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
DMT CenturyLink DSL Pro 4 Mbps (dedicated connection)  4.0 Mbps downstream, 128 kbps up to 1.024 Mbps upstream	Month to Month	\$165.00	N/A	\$99.00
	1 Yr Commitment	\$160.00	100% of MRC X # months remaining in Term	\$99.00
	3 Yr Commitment	\$155.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$150.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
DMT CenturyLink DSL Pro 7 Mbps (dedicated connection)  7.0 Mbps downstream, 128 kbps up to 1.024 Mbps upstream	Month to Month	\$275.00	N/A	\$99.00
	1 Yr Commitment	\$269.00	100% of MRC X # months remaining in Term	\$99.00
	3 Yr Commitment	\$263.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00
	5 Yr Commitment	\$257.00	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$99.00

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

## CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
<b>IDSL Grandfathered Service</b>				
IDSL 128k to 144k (data only dedicated connection)	Month to Month	\$69.95	N/A	\$250.00
	1 Yr Commitment	\$69.95	100% of MRC X # months remaining in Term	\$250.00
	3 Yr Commitment	\$65.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$250.00
	5 Yr Commitment	\$59.95	100% of MRC X # months remaining in 1 <sup>st</sup> 12 months of Term + 40% of MRC X # months remaining in Term after 1 <sup>st</sup> 12 months	\$250.00
<b>ISP Grandfathered Services</b>				
Internet Prime	Month to Month	\$24.99	N/A	N/A

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE WITH MSN® PREMIUM OR WINDOWS LIVE™ FROM CENTURYLINK<sup>23</sup></b>			
CenturyLink Connect® with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 256Kbps downstream/up to 256kbps upstream	\$31.99	See below
CenturyLink Connect® Silver with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$44.99	See below
CenturyLink Connect® Platinum <sup>24</sup> with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 7Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$54.99	See below
CenturyLink Connect® Platinum <sup>24</sup> with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 7Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$59.99	See below
CenturyLink Connect® Titanium with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 12Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$64.99	See below
CenturyLink Connect® Titanium with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 12Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$69.99	See below
CenturyLink Connect® Quantum with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 20Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$74.99	See below
CenturyLink Connect® Quantum with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 20Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$79.99	See below
CenturyLink Connect® Ultimate with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 40Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$114.99	See below
CenturyLink Connect® Ultimate with MSN® Premium or Windows Live™ from CenturyLink	Connection speeds up to 40Mbps <sup>25</sup> downstream/up to 20Mbps upstream	\$124.99	See below

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. MSN Premium and Windows Live™ from CenturyLink also require acceptance of either the MSN or Windows Live™ terms and conditions. Other restrictions may apply. MSN and Windows Live™ are registered trademarks of Microsoft Corporation. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment. For up to 12, 20 and 40 Mbps connection speeds, fiber optics exists from the Neighborhood Terminal to the Internet with a DSL copper line connecting the Neighborhood Terminal to the home. Speed tiers of 7 Mbps and lower are provided over fiber optics in selected areas only. Customers qualifying for CenturyLink Connect Platinum will receive maximum line speeds ranging from 3 to 7 Mbps.

<sup>23</sup> CenturyLink High-Speed Internet with MSN® Premium or Windows Live™ from CenturyLink was grandfathered effective September 20, 2010, and is only available to customers who ordered the Service prior to that date. Windows Live™ from CenturyLink is compatible with Windows® XP (with Service Pack 2 or greater), Windows Vista®, and Macintosh. However, certain features of that service are not available to Macintosh users. Customers with other Windows operating systems will receive MSN Premium. MSN® Premium is not compatible with Macintosh. Residential Macintosh customers may choose to subscribe to CenturyLink Connect® and choose their own ISP. CenturyLink Connect® was formerly called CenturyLink Choice™ DSL; CenturyLink Connect® Silver was formerly called CenturyLink Choice™ DSL Deluxe; CenturyLink Connect® Platinum was formerly called CenturyLink Choice™ DSL Premier.

<sup>24</sup> CenturyLink Connect® Platinum 5Mbps Service is called CenturyLink Connect® Gold in some locations.

<sup>25</sup> 7, 12, 20 and 40 Mbps speed tiers are available only at select locations. Not all speeds qualify for 5 and 20Mbps upstream. Please contact CenturyLink for details.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>CENTURYLINK™ HIGH-SPEED INTERNET SERVICE WITH MSN® PREMIUM OR WINDOWS LIVE™ FROM CENTURYLINK<sup>23</sup></b>			
CenturyLink Connect® Silver with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 896Kbps upstream	\$49.99	See below
CenturyLink Connect® Platinum <sup>24</sup> with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 7Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$59.99	See below
CenturyLink Connect® Platinum <sup>24</sup> with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 7Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$64.99	See below
CenturyLink Connect® Titanium with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 12Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$69.99	See below
CenturyLink Connect® Titanium with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 12Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$74.99	See below
CenturyLink Connect® Quantum with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 20Mbps <sup>25</sup> downstream/up to 896Kbps upstream	\$79.99	See below
CenturyLink Connect® Quantum with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 20Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$84.99	See below
CenturyLink Connect® Ultimate with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 40Mbps <sup>25</sup> downstream/up to 5Mbps upstream	\$119.99	See below
CenturyLink Connect® Ultimate with MSN® Premium or Windows Live™ from CenturyLink (no voice line required)	Connection speeds up to 40Mbps <sup>25</sup> downstream/up to 20Mbps upstream	\$129.99	See below

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. MSN Premium and Windows Live™ from CenturyLink also require acceptance of either the MSN or Windows Live™ terms and conditions. Other restrictions may apply. MSN and Windows Live™ are registered trademarks of Microsoft Corporation. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment. For up to 12, 20 and 40 Mbps connection speeds, fiber optics exists from the Neighborhood Terminal to the Internet with a DSL copper line connecting the Neighborhood Terminal to the home. Speed tiers of 7 Mbps and lower are provided over fiber optics in selected areas only. Customers qualifying for CenturyLink Connect Platinum will receive maximum line speeds ranging from 3 to 7 Mbps.

<sup>23</sup> CenturyLink High-Speed Internet with MSN® Premium or Windows Live™ from CenturyLink was grandfathered effective September 20, 2010, and is only available to customers who ordered the Service prior to that date. Windows Live™ from CenturyLink is compatible with Windows® XP (with Service Pack 2 or greater), Windows Vista®, and Macintosh. However, certain features of that service are not available to Macintosh users. Customers with other Windows operating systems will receive MSN Premium. MSN® Premium is not compatible with Macintosh. Residential Macintosh customers may choose to subscribe to CenturyLink Connect® and choose their own ISP. CenturyLink Connect® was formerly called CenturyLink Choice™ DSL; CenturyLink Connect® Silver was formerly called CenturyLink Choice™ DSL Deluxe; CenturyLink Connect® Platinum was formerly called CenturyLink Choice™ DSL Premier.

<sup>24</sup> CenturyLink Connect® Platinum 5Mbps Service is called CenturyLink Connect® Gold in some locations.

<sup>25</sup> 7, 12, 20 and 40 Mbps speed tiers are available only at select locations. Not all speeds qualify for 5 and 20Mbps upstream. Please contact CenturyLink for details.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY and DESCRIPTION	TERM	Monthly Recurring Charge (MRC)	Early Termination Charge	Non-Recurring Charge (NRC)
<b>Other Grandfathered Services and Equipment</b>				
CenturyLink™ Home Network Backer® <sup>26</sup> Support for connectivity, network security settings, and simple file and print sharing on wireless networks created with CenturyLink-provided networking equipment and related high-speed Internet application software.	Month to Month	\$9.99	N/A	N/A
CenturyLink High-Speed Internet Data-Backer® and Extended Modem Warranty On site trouble shooting and repair without incurring trip and maintenance charges, plus Extended Modem Warranty for purchased modems <sup>27</sup>	Month to Month	\$5.00	N/A	N/A
CenturyLink™ Message Manager (formerly qHome™) <sup>28</sup>	N/A	N/A	N/A	N/A
Dial-Up Charge for Usage above Monthly Allotment. This charge will apply when remote dial-up exceeds the allotment, or when additional User IDs are used as dial-up connections. <sup>29</sup>	N/A	\$1.50 Charge is per hour for every hour or portion thereof in excess of the monthly allotment	N/A	N/A
Standard Modem + 4 inline filters <sup>30</sup>	Month to Month	\$5.00 Lease (Optional)	N/A	N/A
Wireless Module for M1000 standard modem with ADSL/ATM Technology <sup>30</sup>	N/A	N/A	N/A	\$19.99

<sup>26</sup> CenturyLink™ Home Network Backer® Service was grandfathered effective August 21, 2008, and is only available to customers who ordered Home Network Backer prior to that date.

<sup>27</sup> CenturyLink High-Speed Internet Data-Backer® Service was grandfathered as an a la carte Service effective January 17, 2010, and is only available as an la carte service to customers who ordered Data-Backer prior to that date. Certain CenturyLink @Ease Plans include Data-Backer Service, as shown on the CenturyLink @Ease page of this Rate Card, and customers may continue to purchase Data-Backer through those plans. Data-Backer service provides maintenance support for the inside wiring and jack associated with your CenturyLink High-Speed Internet Service line, as well as an Extended Modem Warranty for purchased modems. The Extended Modem Warranty Coverage applies upon the Effective Date (for accidental damage due to handling and power surges), and after the manufacturer's warranty (for operational failure and due to defect or normal wear and tear). Includes on site trouble shooting and repair without incurring trip and maintenance charges, plus modem replacement under the extended warranty. Requires acceptance of the CenturyLink High-Speed Internet with CenturyLink @Ease™ and Data-Backer® and Extended Modem Warranty terms and conditions.

<sup>28</sup> CenturyLink™ Message Manager (formerly qHome Service), provided at no additional charge to customers ordering CenturyLink High-Speed Internet with MSN Premium and Windows Live™ from CenturyLink, was grandfathered November 21, 2009. Existing customers with grandfathered qHome who make a change to their service may lose their grandfathered qHome service.

<sup>29</sup> Dial Up service was grandfathered November 6, 2008, and is only available to customers who ordered Qwest.net dial up or CenturyLink High-Speed Internet Service prior to that date.

<sup>30</sup> Standard Modem for use with ADSL/ATM technology, and Wireless Module for M1000 standard modem with ADSL/ATM technology, were grandfathered 1/23/10. Standard Modem for use with VDSL2 technology was grandfathered 4/15/11. The Standard Modem is no longer available for new installations. The Wireless Module for use with the Standard ADSL/ATM technology modem is only available to customers who have previously purchased or leased that modem.

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Actual speeds vary depending on a variety of factors. CenturyLink does not support all operating systems. CenturyLink reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

# CenturyLink™ High-Speed Internet Service Residential Pricing<sup>1</sup>

CATEGORY	DESCRIPTION	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>GRANDFATHERED CENTURYLINK @EASE™ PLANS<sup>31</sup> - Grandfathered to Existing Customers Effective November 18, 2012.</b>			
CenturyLink @Ease™ \$0.00 Plan	Includes: <ul style="list-style-type: none"> <li>CenturyLink limited equipment warranty and 30-day service guarantee</li> <li>Norton™ AntiVirus<sup>32</sup> (covers up to 5 PCs per CenturyLink High-Speed Internet line)</li> <li>2GB Automatic Online Backup per account (CenturyLink Personal Digital Vault)<sup>33</sup></li> <li>Access to 24x7 technical support</li> </ul>	\$0.00 <sup>31</sup>	N/A
CenturyLink @Ease™ \$4.99 Plan	Includes features of CenturyLink @Ease™ \$0.00 Plan, plus: <ul style="list-style-type: none"> <li>Upgrade to 50GB of Automatic Online Backup per account (CenturyLink Personal Digital Vault)<sup>33</sup></li> <li>50% off charge for CenturyLink certified technician home visits while plan is in effect (see Maintenance of Service charge below)</li> </ul>	\$4.99 <sup>31</sup>	N/A
CenturyLink @Ease™ \$9.99 Plan	Includes features of CenturyLink @Ease™ \$0.00 Plan, plus: <ul style="list-style-type: none"> <li>Upgrade to 50GB of Automatic Online Backup per account (CenturyLink Personal Digital Vault)<sup>33</sup></li> <li>Upgrade to Norton Internet Security<sup>32</sup></li> <li>Expanded 24x7 technical support<sup>34</sup></li> <li>CenturyLink certified technician home visits at no additional charge while plan is in effect (see Maintenance of Service Charge below)</li> <li>Data-Backer® and Extended Modem Warranty service<sup>35</sup></li> <li>PC Services (1 remote PC tune up per 12-month period)<sup>36</sup></li> </ul>	\$9.99 <sup>31</sup>	N/A
CenturyLink @Ease™ \$12.99 Plan	Includes features of CenturyLink @Ease™ \$9.99 Plan, plus: <ul style="list-style-type: none"> <li>Upgrade to Norton 360<sup>32</sup></li> <li>Home Networking Setup and Maintenance<sup>37</sup></li> <li>Priority Status for technical support (Customers with this Plan will receive priority treatment from CenturyLink technical support, including priority in the phone queue, plus same-day or next-day service for CenturyLink certified technician home visits)</li> </ul>	\$12.99 <sup>31</sup>	N/A

<sup>1</sup> Standard pricing. Promotional offers (including bundle pricing) may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. For residential use only. Service not available in all areas. Other restrictions may apply. Norton™ is a trademark of Symantec Corporation. All other trademarks are owned by CenturyLink.

<sup>31</sup> The above CenturyLink @Ease plans are only available to residential customers who ordered CenturyLink @Ease prior to 11/21/12. Each plan covers one CenturyLink High-Speed Internet line. Customers with multi-line accounts who ordered a paid CenturyLink @Ease Plan were required to purchase a paid CenturyLink @Ease Plan for each CenturyLink High-Speed Internet line. CenturyLink @Ease Plans expire when you discontinue the Plan or your CenturyLink High-Speed Internet Service. MRCs for CenturyLink @Ease are in addition to MRCs for underlying CenturyLink High-Speed Internet service shown above.

<sup>32</sup> Requires acceptance of Norton Online Software Service License Agreement. Norton Products are not available to CenturyLink High-Speed Internet customers with Internet Basic or who do not purchase Internet access or ISP features from CenturyLink without a paid tier of CenturyLink @Ease.

<sup>33</sup> Requires acceptance of CenturyLink Personal Digital Vault™ Terms of Service. Includes 2GB (for CenturyLink @Ease \$0.00 Plan) or 50GB (for other CenturyLink @Ease Plans) of storage capacity per account at no additional charge for CenturyLink High-Speed Internet subscribers. Customer can have more than one account, but can only back up one computer per account.

<sup>34</sup> In addition to technical support for CenturyLink Services and Equipment, includes support for third-party software installation, non-CenturyLink Web-based e-mail support, browser support, and third-party security service support. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to provide technician support for non-CenturyLink provided software, equipment and peripherals; however, successful installation and integration are not guaranteed.

<sup>35</sup> Data-Backer service provides maintenance support for the inside wiring and jack associated with your CenturyLink High-Speed Internet Service line, as well as an Extended Modem Warranty for purchased modems. The Extended Modem Warranty coverage applies upon the Effective Date (for accidental damage due to handling or power surges), and after the manufacturer's warranty (for operational failure due to defect or normal wear and tear). Includes on site trouble shooting and repair without incurring trip and maintenance charges, plus modem replacement under the Extended Modem Warranty. Requires acceptance of the CenturyLink High-Speed Internet® with CenturyLink @Ease™ and Data-Backer® and Extended Modem Warranty terms and conditions.

<sup>36</sup> Includes annual remote check of up to 5 PCs per account, plus CenturyLink will attempt removal of items that can cause system crashes or freezing, and system performance enhancement, if possible. Requires acceptance of Remote Services End User License Agreement.

<sup>37</sup> Includes advanced home network setup (wireless or wired) and troubleshooting. Service is only available with networking equipment (e.g., modems and other wireless networking devices) purchased or leased from CenturyLink. Limited to support of 1 network device, 1 printer and up to 5 computers (with a maximum of 7 peripheral devices, including both computers or game consoles) per high speed Internet connection at no additional charge. Installation charges may apply for support of additional equipment. Wireless encryption is also included if required. Customer must supply appropriate printer driver. CenturyLink certified technician results may vary, depending on a number of factors, including but not limited to, the type and condition of Customer-provided software, equipment and other peripherals. CenturyLink will use reasonable efforts to connect customer devices to the network device. However, successful networking setup and maintenance are not guaranteed. Modem port forwarding may need to be configured for specific network devices. Configuration of network devices for specific functionality and demonstration of how to use network devices is not included in the Service.