

EMAIL Subject: Product/Tariff Notification for CenturyLink



Dear «Customer_contact_name»:

Thank you for being a valued CenturyLink customer. We want to provide clear information and advanced notice of changes resulting from industry-wide changes in the TDM market.

Effective August 15, 2024, CenturyLink plans to grandfather Intrastate Private Line DS-1 and DS-3 services provided in the state Florida by Embarq Florida, Inc. d/b/a CenturyLink. Customers will be able to retain their existing service under CenturyLink's grandfathering plan, subject to the terms described below.

You are receiving this notice because you currently subscribe to Intrastate Private Line DS-1 or DS-3 services which will be grandfathered effective August 15, 2024:

Effective August 15, 2024:

- New orders and moves will be allowed only to the extent permitted by existing contract.
- Existing contracts for these services will not be renewed.
- Customers with a contract may retain their Intrastate Private Line circuit on a month-to-month basis once that contract expires.
- Circuits billing month-to-month will not be allowed to move, add, or change circuits, only disconnect.

We also offer alternative, cost-effective solutions to provide your business with the latest technology. If you also subscribe to other services from CenturyLink, those services will NOT be impacted by the grandfathering of these Intrastate Private Line services.

If you have any questions or want to find the right solution for your business, contact your CenturyLink Account Manager.

Thank you,

CenturyLink