

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: May 17, 2021

Section 8
Leaf 11
Revision: 0
Superseding Revision:

8. CUSTOMER INCENTIVE, DISCOUNT PROGRAMS AND PROMOTIONS

8.4 HEARING OR SPEECH IMPAIRED PERSONS DISCOUNT (Cont'd)

8.4.3 RECEIPT OF SUPPORT

A. E-Rate Program

The customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the customer's receipt of Service. Upon notification, the Company will apply discounts to the customer's invoices or reimburse the customer according to the Funding Commitment Decision Letter. The customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premises equipment rentals or other financed arrangements. The Company reserves the right to require the customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the customer's account or provide the customer with a check corresponding to the appropriate amount of Support based on Service received.

B. Other Funding Sources

The customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the customer's receipt of Service. Upon notification, the Company will apply discounts or reimburse the customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the customer with a credit to the customer's account or with a check corresponding to the appropriate amount of Support based on Service received.

NY2021-04

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