

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

Section 8
Leaf 1
Revision: 0
Superseding Revision:

8. CUSTOMER INCENTIVE, DISCOUNT PROGRAMS AND PROMOTIONS

8.1 LONG DISTANCE COMPETITIVE RESPONSE

A. Residence Customer Incentive Program

1. General Description

The Residence Customer Incentive Program is an offering for potential new residence long distance customers and to existing residence long distance customers to induce the retention or continuation of intrastate long distance services by such customers.

2. Terms and Conditions

- a. This competitive response offering may be offered to potential new CenturyLink residence long distance customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- b. For potential new residence customers, the Company will not provide an incentive offer more than once in any two year period. In retention situations, the Company may provide an incentive offer no more than once in any two year period with respect to any particular service.
- c. The recipients of the customer incentive offer and the amount of the customer incentive offer will be at the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- d. The Company will determine the particular details, including but not limited to; periods and duration, class of customers, services and amounts so long as each offer to a particular residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

NY2021-04

Issued by: Chantel Bosworth Director-Government Operations
100 CenturyTel Drive, Monroe, LA 71203