

CenturyLink Communications, LLC
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: August 1, 2017

Section 6
Leaf 102
Revision: 0
Superseding Revision:

6. OBSOLETE BUSINESS COMPLEX SERVICE OFFERINGS

6.5 VOICE LONG DISTANCE CONTRACTUAL ARRANGEMENTS

3. CenturyLink Guaranteed (Cont'd)

g. Guarantees

CenturyLink guaranteed customers are eligible to receive the following guarantees:

(1) Rate Guarantee

The Company guarantees that if tariffed usage rates increase or tariffed discounts decrease beyond the tariff in effect at the time the customer begins a term commitment, these usage rate increases or discount decreases will not be passed on to the customer during the length of the customer's term. This guarantee does not apply to the following,

- rates for the Company's international services; or,
- rate modifications instituted by the Company in response to the actions of any regulatory agency, legislative body or court of competent jurisdiction.

(2) Performance Guarantees

The following three performance guarantees are only available to those customers who commit to a monthly volume level of \$7,000.00 or greater:

(a) Installation Guarantee

The Company guarantees that it will install the customer's CenturyLink Guaranteed service, switched and/or dedicated, including frame relay, by the date promised to the customer, or the customer is entitled to receive a \$500.00 credit (if commitment level is between \$7,000.00 and \$20,000.00) or a \$1,000.00 credit (if commitment level is between \$35,000.00 and \$100,000.00). This credit will be applied on the customer's subsequent month's invoice.

(M) Material moved from Section 5, Leaf 71.

Issued by: Chantel Mosby

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