

August 11, 2026

Mr. Adam Teitzman
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mr. Teitzman:

In response to Commission Staff's memo regarding the 2025 Lifeline Report Data Request, enclosed is the response on behalf of CenturyLink of Florida, Inc. ("CenturyLink") to be placed in the undocketed file.

If you have any questions, please feel to contact me via email at katie.wagner@lumen.com.

Sincerely,



Katie Wagner
Senior Corporate Counsel

Enclosure

cc: Service List

2025 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2026**. Your responses should include your company name, contact person, and email address.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Century Link Voice Lifeline Customers Per Month											
Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
293	286	278	268	268	264	259	262	303	269	248	236

CenturyLink Bundled Voice Lifeline Customers Per Month											
Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
252	242	238	234	239	226	219	216	315	214	190	186

CenturyLink Broadband Lifeline Customers Per Month											
Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
187	191	197	191	211	199	189	196	172	52	44	44

CenturyLink Bundled Voice & Broadband Lifeline Customers Per Month											
Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
58	59	57	55	55	55	52	48	70	46	44	42

2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

CenturyLink Transitional Lifeline Customers Per Month											
Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
0	0	0	0	0	0	0	0	0	0	0	0

3. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: CenturyLink does offer transitional Lifeline services to all Lifeline customers who are removed from the Lifeline program.

4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.

Response: CenturyLink provides qualifying subscribers with a discount on qualifying monthly telephone service, broadband Internet service, or bundled voice-broadband packages which comply with the FCC service standards requirements.

5. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

Response: CenturyLink's Service Representatives notify customers about Lifeline when they indicate difficulties in paying their bill or they express concerns about their ability to afford services. Information about Lifeline is also available on the company's website and included in a Customer Rights Letter (bill insert) (Attachment 1) that details the Lifeline program and other offerings, informing customers of Lifeline's availability. <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>

- b. Outreach and educational efforts involving participation in community events.

Response: CenturyLink does not have any community events from the period referenced but is reaching communities that we serve through social media posts on Facebook, Twitter, and LinkedIn. See Attachment 5.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: CenturyLink sent out Lifeline information to all customers via a Customer Rights Letter (bill insert) (Attachment 1) in July 2025 and July 2026. Newspaper advertisements (Attachment 2) were placed explaining Lifeline programs available to qualifying applicants in 39 Florida newspapers in January. Lifeline advertisements (Attachment 3) were placed in 27 telephone directories. Social media posts (Attachment 4) advertise the Lifeline program on Facebook, Twitter, and LinkedIn. Finally, Lifeline information is also available on the company website: <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>

- d. Copies of Lifeline outreach materials used by your company.

Response: See CenturyLink's Response to Part 6C along with Attachments 1, 2, 3, and 4.

- e. Links to any Lifeline information available on your company's website.

Response: CenturyLink has a link on its website that provides state-specific information. Florida can be selected from the state list via the drop-down menu at the bottom of the page. The CenturyLink Lifeline home page can be found at: <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>

- f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.

Response: CenturyLink is not currently partnering with any community organizations for Lifeline.

- g. If the company offers Lifeline under multiple brands, provide a comprehensive list.

Response: CenturyLink is not currently offering Lifeline under any other brands.

- h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.

Response: CenturyLink does not provide wireless or satellite Lifeline services.

- i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: In February of 2026, CenturyLink sold Quantum Fiber, which caused a drop in our Lifeline recipient counts.

6. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: CenturyLink's Customer Order Resolution (COR) agents use the National Verifier to validate that the customer's application is complete and approved. If it is not approved, they help the customer to understand what is missing and how they can submit the missing information to the National Verifier. The primary issues with the National Verifier registration are with name and address mismatches. The customer's name provided to the National Verifier does not always match the name on the CenturyLink customer account. The COR agent can update the account to match the National Verifier, or the customer can re-apply to the National Verifier with the name as it appears on their account. (Ex: Tom versus Thomas, Jeannie versus Jean, Bill versus William, etc.) Customers have reported that it may take up to 5 business days to complete a change through National Verifier.

7. In accordance with Florida Administrative Code 25-4.0665(3), are you participating in the Lifeline Promotion Process (i.e., downloading qualified customer contact information from the FPSC)? If not, please explain why.

Response: Yes. CenturyLink is participating in the Lifeline Promotion Process.

8. Within the last year, has any of the following events affecting the company occurred:
- Filed for bankruptcy? If yes, please identify the chapter and the date filed.
 - FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.
 - Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: CenturyLink has not been affected by any of the above occurrences.

9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Response: For consumer complaints, contact Exec-escalation@lumen.com or call 1-844-228-9436. Our specialist team will assist you with your account issues.

ATTACHMENT 1

Y-73488
N-26-046

Important Information Regarding Your CenturyLink Service

IMPORTANT INFORMATION

At CenturyLink, we strive to provide you with quality products at great values. That's why we want to be sure you understand your rights as a customer, as well as the various rates and charges that are included in your CenturyLink service. Please call us at the number located in the Manage Your Account section of the bill if you have questions about any of this information.

Federal Universal Service Fund Changes – The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC). Consequently, you may see changes on your bills in January, April, July and/or October. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international service. The Federal USF rate and charge are clearly identified on your bill. The effective rate can be found on <https://www.fcc.gov/general/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>.

Federal Access Charge Changes - The annual adjustments of a federally approved telephone Subscriber Line Charge and Access Recovery Charge are effective on July 1, 2026. These rates may be reviewed and adjusted in October, as well. These charges cover part of the cost for providing access to and maintenance of your local network. The effective rates can be found on your bill.

CenturyLink Customer Rights

Local Service – Your CenturyLink local telephone service includes dial-tone; access to the long-distance network; any call to 911 emergency services. As long as you pay all of your local telephone charges, your service cannot

be disconnected or interrupted. CenturyLink may require a refundable deposit to establish service.

Local Toll Service – Local toll service (or intraLATA service, or local long-distance service) provides calling to numbers outside your local service calling area but within your local toll calling area. Toll charges usually apply.

Long-Distance Service – You have the right to choose your long-distance service (or intrastate and interstate service) provider, subject to availability. Check the yellow pages for the names and telephone numbers of long-distance companies serving your area. CenturyLink Long Distance provides long-distance service.

Toll Call Blocking – You can request that outgoing local toll and long-distance calls be disallowed from your phone. Simply request the services be blocked by CenturyLink (charges may apply).

Privacy - CenturyLink is committed to maintaining our customers' privacy. Like most companies, we collect information about our customers and use it to provide our services. We also share it as needed to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it too. Our Privacy Notices describe the information we collect, how we use and share it, the choices you have about our use and sharing, and the steps we take to protect it. You can find our Privacy Notices here:

- **CenturyLink** - <https://www.centurylink.com/aboutus/legal/privacy-notice.html>
- **Quantum Fiber** - <https://www.quantumfiber.com/privacy-notice.html>
On February 2, 2026, Quantum Fiber became part of the AT&T family. Effective March 5, 2026, all Quantum Fiber customers will be covered by the AT&T Privacy Notice. Visit the AT&T Privacy Center at att.com/privacy for privacy related needs.

If you are unable to access the Internet, write us at CenturyLink Privacy Office, 931 14th Street, Denver, CO 80202 to request a printed copy.

Long-Distance Carrier Freeze – You can also request that CenturyLink “freeze” your long-distance carrier, meaning that the carrier cannot be changed without your express permission. If a change in carrier is made that you have not authorized, call CenturyLink or your preferred long-distance provider and report it. CenturyLink will correct the unauthorized change at no charge.

Inside Wiring and Telephone Equipment - You are responsible for the maintenance of all telephone equipment and telephone wiring inside your home. CenturyLink offers wire maintenance plans (charges apply).

Payment Responsibility - Your name will appear on the bill for your service, and you are responsible for all charges related to the products, services and other items you have ordered. Partial payments will be allotted first to local telephone services and last to non-local telephone services, unless you direct otherwise.

Call Information Blocking - You may block the display of your telephone number to customers who use our CLASS services (such as Caller ID or Last Call Return). Per-call blocking is free and automatically available to all customers: Simply dial “*67” (or 1167 from rotary phones) immediately before placing your call. You may also request free per-line blocking, which will block the display of your number for all calls.

Information About Caller ID “Number Spoofing” - Be aware: a variety of websites and vendors offer services that will let a person make it look like they are calling from any number they want. In this situation, the name or number that displays on the caller ID or similar equipment may not be the information of the calling party. This is often called “number spoofing.” Sometimes it is done for a legitimate purpose, sometimes it is not.

Harassing Phone Calls - If you receive harassing or obscene phone calls, you may call the CenturyLink Annoyance Call Bureau at 1 800.582.0655 for assistance or consult your local police department. Where available, you may also automatically trace individual harassing or

obscene calls by dialing “*57” (or 1157 from rotary phones) immediately after receiving one. After you have completed three successful traces to the same number, simply call our Annoyance Call Bureau to let them know. We will send a letter to the address from which the calls were made and, at your request, forward the trace information to your local police department.

Your Rights Regarding Pay-Per-Call Information-Delivery Services - CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like “900” or “700” and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services. CenturyLink does not provide interstate pay-per-call services. But we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies' bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

To Report a Billing Error - If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill
- The amount of the disputed charges
- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per call provider to assure full resolution of your matter.

Response from the Billing Company - In the event you contact the company whose name appears

on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in your access to pay-per-call services being involuntarily blocked and/or collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended. This same company must investigate, within 90 days of your initial complaint, whether or not the disputed charges are valid. If there was a billing error, the billing company will let you know and will adjust the charges as appropriate. If the charges have been referred to collections, the collections activity will stop. If the billing company determines the charges were not billed in error, you will receive a written explanation detailing how that conclusion was reached, how much you owe, and the date by which you must pay it. Failure to pay could lead to collection activity. If you continue to dispute the charges, the billing company should not report you as delinquent without also reporting that you continue to dispute the charges.

Compliance - Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed charges are discovered to be correct.

Additional Customer Rights - You have a right not to be billed for pay-per call services that do not comply with federal laws and regulations. Your local telephone service cannot be disconnected if you do not pay for pay-per-call services. You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.

Telecommunications Relay Service

Dial 7-1-1

Telecommunications Relay Service is a free telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

Types of TRS Calls

Computer (ASCII): users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.

Hearing-Carry-Over (HCO): HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

Internet Protocol (IP) Relay: Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay

call - “voicing” or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

Spanish Relay: Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications

Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

Text Telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

Video Relay Service (VRS): Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. (Requires a special telephone with text display.)

Voice/Standard Telephone: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

Voice Over Internet Protocol (VOIP): VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1.

Captioned Telephone Relay
CapTel uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing (much like TV captioning). The CapTel user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CapTel phone.

TTY Users and Emergency Assistance (“9-1-1”)
TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>

Monitoring and Recording of Calls with CenturyLink Business Offices and Other CenturyLink Representatives
Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes. Additionally, when a CenturyLink customer service representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

Slamming - Have you ever been slammed? Would you know if you have? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a “PC FREEZE” (Preferred Carrier), which will prohibit future changes to your carrier selection until further notice from you. If you receive a call from a telemarketer asking you to change your long distance service and you are happy with your

current service, just say that you are not interested and hang up. Don't verify your name, your spouse's name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings. If you are slammed, notify your local company to reconnect you to your preferred company at no charge. If the rates charged by the company that slammed you are higher than your normal rates, you may be entitled to a refund.

Telephone and Broadband Assistance – CenturyLink participates in the Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible customers. Eligible customers may qualify for Lifeline discounts of \$5.25 per month for voice or bundled voice service or \$9.25 on qualifying Broadband services. The Lifeline discount is available for only one telephone or qualifying broadband service per household, which may be wireline or wireless. Qualifying broadband service must support minimum speeds of 25 Mbps download and 3 Mbps upload. A household is defined as individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll. Consumers who knowingly make false statements to obtain these discounts may be punished by fine or imprisonment and may be barred from these programs.If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information about applying for these programs or call 1-800-201-4099 with questions.

Annual Notice to Residential Customers for Telephone Assistance Plan (TAP) and the Federal Lifeline Program

You may be eligible for help in paying your telephone bill if your income is at or below federal poverty guidelines or if you receive benefits from certain public assistance programs. For more information or an application, please contact **1-800-201-4099** with questions.

Minnesota's Telephone Assistance Plan (TAP) offers a

monthly credit of **\$10.00** on your landline telephone service. You may receive the TAP credit on one landline phone per household. Broadband internet discounts do not apply to TAP.

The federal Lifeline Program offers a monthly discount of \$5.25 on wireline or wireless voice service or **\$9.25** on a wireless data, or wireline broadband internet service. You may receive the Lifeline discount on one voice or internet service per household.

Tribal lands Link Up offers a one-time credit of up to **\$100** on installation or activation charges. Tribal lands Lifeline offers an additional monthly credit of up to **\$34.25 voice or internet** service plan.

The telephone or broadband service must be in your name. You must show proof that you or a member of your household participates in at least one of the following programs or is income eligible:

Federal Public Housing Assistance (FPHA)
Medicaid/Medical Assistance (MA)
Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Veterans and Survivors Pension Benefit
Bureau of Indian Affairs General Assistance
Food Distribution Program on Indian Reservations (FDPIR)
Tribally-Administered Temporary Assistance to Needy Families (TANF)
Tribal Head Start (for those meeting income-qualifying standards)

If you do not participate in any of the programs listed above, you may qualify if your income is at or below 135% of the **2026 Federal Poverty Income Guidelines:** *(The federal poverty guidelines are updated mid-March.)*

Household Size	Income
1	\$21,546
2	\$29,214
3	\$36,882
4	\$44,550
5	\$52,218
6	\$59,886
For each additional person, add	\$7,668

For more information and to request an application please contact:

CenturyLink
RECORDS/MASS MKTS - 02-RM234
LUMEN TECHNOLOGIES
5325 Zuni St
Denver, CO 80221
1-800-201-4099

Annual Customer Do-Not-Call Notification - The federal government established a national Do-Not-Call Registry where consumers can register their residential telephone number(s) (including wireless) for free and it will remain on the national Do-Not-Call Registry until you remove or discontinue it. Consumers can register their numbers from the phone number they wish to register by telephone at 1 888-382-1222 or through the Internet at www.donotcall.gov. TTY users should call 1-866-290-4236.

8-1-1 Call Before You Dig - 8-1-1 Call Before You Dig - Digging into underground telephone, electric, gas or water lines can disrupt service to your area or could cause serious injury and you could be charged substantial fines. For peace of mind, please call 8-1-1 at least two business days before digging up your property. This is a free service.

RESIDENTIAL MONTHLY TELEPHONE RATES FOR MINNESOTA

CenturyTel of Minnesota exchanges:

MEASURED RATE SERVICE		
	Nonrecurring	Monthly Charge
Residence - Per line (1)	\$18.35	\$17.73
Usage Charges		
Distance	Initial	Each Additional
In Miles	Minute Rate	Minute Rate
0 - 10	\$0.05	\$0.01
11 – over	\$0.06	\$0.02
(1) Monthly rate includes a usage allowance of 180 minutes (3 hours).		

FLAT RATE SERVICE		
	Nonrecurring	Monthly Charge
Residence (1-PTY) -	\$25.00	\$22.45
Hill City Exchange - Per line		
Residence (1-PTY) -	\$18.35	\$20.96
All Other Exchanges - Per line		

CALLING FEATURES		
	Nonrecurring	Monthly Charge
Residence Charge		
Per line equipped with:		
Call Forward		
- Busy (Expanded)	N/A	N/A
No Answer	\$6.00	\$13.00
- Call Forward Variable		
- No Call Completion		
Anonymous Call Reject*77	\$6.00	\$15.00
Call Waiting	\$6.00	\$17.00
Hill City Exchange	N/A	\$17.00
Caller ID	\$6.00	\$20.00
Busy Redial*66	\$6.00	\$15.00
Call Return*69	\$6.00	\$15.00

Priority Call	\$6.00	\$15.00
Selective Call Accept *64	N/A	N/A
Selective Call Forward*63	\$6.00	\$15.00
Selective Call Rejection*60	\$6.00	\$15.00
Speed Call 8	\$6.00	\$15.00
- Hill City Exchange	N/A	\$15.00
Speed Call 30	\$6.00	\$16.00
- Hill City Exchange	N/A	\$16.00

DIRECTORY LISTINGS		
	Nonrecurring	Monthly Charge
Regular Additional Listing/ea	\$5.00	\$15.00
Temporary Listing/ea	\$5.00	\$7.00
Cross-Reference Listing/ea	\$5.00	\$7.00
Foreign Listing/ea	\$5.00	\$10.00
Informational Listing/ea	\$5.00	\$10.00
- Hill City Exchange	\$9.00	\$10.00
Private Directory Service/ea	\$8.00	\$7.70
- Hill City Exchange	\$9.00	\$7.70
Listing Change/ea	\$5.00	N/A
Semi-Private	\$8.00	\$7.00
- Hill City Exchange	\$9.00	\$7.00

The following pertain to Chester, Minnesota
FLAT-RATE ACCESS LINE SERVICE
RESIDENCE SERVICE (1-PTY)

Individual Line	\$26.00
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Service Ordering Charge
Per customer request for work ordered and requested to be completed at the same time.

- a. Residence Service Charge
- 1) For connecting new or additional Central Office Access Lines (Initial) \$10.00
 - 2) For moving or changing existing service and facilities, record work or adding new or additional service and facilities, other than Central Office Access Lines (Subsequent) \$6.00
 - 3) Record Work \$5.00

DIRECTORY LISTINGS:

Additional or alternative listings, per listing	\$15.00
Private service (non-published)	\$7.00
Semi-private (non-listed) per listing	\$7.00

CUSTOM CALLING SERVICES

Monthly Rate	
Call Waiting	\$18.00
Call Forwarding	\$15.00
Three-Way Calling	\$15.00
Speed Call 8	\$15.00
Speed Call 30	\$16.00

ATTACHMENT 2

Phone and Internet Discounts Available to CenturyLink Customers

Attachment 2

The Florida Public Service Commission designated CenturyLink as an Eligible Telecommunications Carrier within its service area for universal service purposes. CenturyLink's basic local service rates for residential voice lines are \$36.00 per month, and business services are \$58.50 per month. Specific rates will be provided upon request.

CenturyLink participates in the Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers may qualify for Lifeline discounts of \$5.25/month for voice or bundled voice service or \$9.25/month for qualifying broadband or broadband bundles. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone or qualifying broadband service per household, which can be either a wireline or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify.

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll in these programs. Consumers who willfully make false statements to obtain these discounts can be punished by fine or imprisonment and can be barred from these programs.

If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information about applying for these programs or call 1-800-201-4099 with questions.



ATTACHMENT 3

phone service pages

	Residential		Business	
	New Service	Repair	New Service	Repair
CenturyLink	1-800-201-4099	611 or 1-800-788-3600	1-800-786-6272	1-800-786-6272

general information

Florida Relay - Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals



Floridians who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired are discovering telephone independence and are able to make their own phone calls and receive phone calls whenever they want.

Florida Telecommunications Relay, Inc. (FTRI) Equipment Distribution Program provides specialized telecommunications equipment, at no charge, to qualifying residents of Florida.

- Volume Control Telephone for the Hearing Impaired
- Volume Control Telephone for the Speech Impaired
- Voice Carry-Over Telephone (VCO)
- Text Telephone
- Voice Carry-Over/Hearing Carry-Over/Text Telephone
- In-Line Amplifier
- Plus, Ring Signaling Devices

For equipment, call FTRI at 1-800-222-3448 (Voice) • 1-888-447-5620 (TTY) www.ftri.org

Thousands of Floridians use Florida Relay every day to make personal and business phone calls. The relay allows people who use specialized telephone equipment to communicate with people who use standard telephones. Florida Relay offers user-friendly features:

- Relay Operators available 24 hours a day, 365 days a year
- No restrictions on the number or length of calls placed
- No charge for local phone calls
- Translation services for English from American Sign Language (ASL)-based text, Spanish, and French Creole

Toll-Free Access Numbers Dial 711 to use the relay anywhere, or continue using:

1-800-955-8771 (TTY)
 1-877-955-8260 (VCO)
 1-800-955-8770 (Voice)
 1-800-955-1339 (ASCI)
 1-877-955-5334 (STS)
 1-877-955-8773 (Spanish)
 1-877-955-8707 (French Creole)
 Available from 8 a.m.-2 a.m. EST/7 days
 1-900-230-6868 (900 Services)

Customer Service Numbers (TTY/Voice)

1-800-676-3777 (English-Voice)
 1-800-676-3777 (TTY)
 1-800-855-2886 (Spanish-Voice/TTY)

For printed materials and outreach presentations for FTRI Equipment and Florida Relay, call FTRI at 1-800-222-3448.

Telephone and Broadband Assistance

CenturyLink participates in the Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers may qualify for Lifeline discounts of \$5.25/month for voice or bundled voice service or \$9.25/month for qualifying broadband or broadband bundles. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone or qualifying broadband service per household, which can be either a wireline or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify.

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll in this program. Consumers who willfully make false statements to obtain this discount can be punished by fine or imprisonment and can be barred from the program. If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information about applying for this program or call 1-800-201-4099 with questions.

Telephone Service & The Law

Annoying and Anonymous Calls What You Can Do About Them:

1. Don't Talk. Don't talk to a caller you are doubtful of or give the caller an audience.
2. Hang Up. Hang up at the first obscene word, or if the caller does not say anything or refuses to identify himself or herself.
3. If calls persist, call your Local Service Provider or police department and request Call Tracing Service.
4. Successful trace information is only provided to your local Law Enforcement agency.

Warning

The laws of the State of Florida provide that the following acts are crimes punishable by fine, imprisonment or both. Whoever by telephone makes, or knowingly permits another to make over a telephone under his or her control:

1. Any comment, request, suggestion or proposal which is obscene, lewd, lascivious, filthy, or indecent
2. A telephone call, whether or not a conversation ensues, without disclosing his or her identity and with intent to annoy, abuse, threaten or harass any person at the number called.
3. A telephone call which causes the telephone of another to repeatedly ring, with the intent to harass any person at the number called.
4. Repeated telephone calls, during which conversation ensues, solely to harass any person at the number called.

Automated Telephone Solicitation

Florida law prohibits the use of a telephone for the purpose of offering any goods or services for sale or conveying information regarding any goods or services when such use involves any automated system for the selection or dialing of telephone numbers and the playing of a recorded message when a connection is completed to the called number. Nothing in the law prohibits the use of automated telephone systems with recorded messages when the calls are made or messages given solely in response to calls initiated by the person to whom the automatic call or message is directed, or when the calls made concern goods or services previously ordered or purchased. Violation is punishable by fine, imprisonment or both.

Equipment

Under the Federal Communication Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network.

Testing Your Equipment

If you believe the problem is with your telephone equipment, unplug your telephone and test the line by plugging another telephone into the outlet. If the other telephone works, then the problem is with your telephone line, please contact your Local Service Provider.

ATTACHMENT 4



CenturyLink Home

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We're participating in the @FCC's Lifeline Program, providing eligible households a lowered monthly cost of phone or internet service. To learn more and apply for the program: <https://bit.ly/3dbkXaV>





CenturyLink®

FCC'S
LIFELINE

Lifeline is a federal benefit that can lower the cost of your phone or qualifying internet services for eligible customers.

APPLY TODAY

744
People reached

39
Engagements

↓ -1.1x average
Distribution score

Boost post