



1025 Eldorado Blvd., Broomfield, CO 80021

CATHOLIC HEALTHCARE WEST  
PO BOX 2450  
SPOKANE WA 99210

## Invoice

Page 1 of 8

Billing Account Number **1-1JH84U**  
Invoice Number 640064402  
Payment Due May 31, 2023  
Invoice Date May 01, 2023

How to reach Lumen:  
**1-877-253-8353**  
**Billing@Lumen.com**

Invoice of Level 3 Communications, LLC, a CenturyLink company

### Manage your services your way

Manage your services online! View and pay your invoice, manage repair tickets, check order status and much more. To log in or register, go to <https://www.lumen.com/login/>.

You can also manage your invoices online with paperless billing to save both paper and time.

### Bill-At-A-Glance

Previous Statement Balance	53,698.81
Payment Received - Thank You!	(59,493.52)
Credits/Adjustments	(496.03)
Credit Balance	(6,290.74)

Current Charges 19,838.72

<b>Total Amount Due</b>	<b>USD</b>	<b>13,547.98</b>
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### News You Can Use

Control Center gives you the ability to view, download, validate and analyze your invoices, manage billing disputes and requests, and pay your bills online. And with the new intuitive dashboard design, you have instant access to all of these features directly from your homepage. Visit <https://www.lumen.com/login/> today to learn more about all of the ways Control Center can help make your billing process faster and easier than ever before.



ACH TRANSFER INFORMATION  
Wells Fargo Bank  
Account# 4945097467  
ABA# 121 000 248  
Send in CTX, EDI820, or CCD+ ACH format with remit

### Remittance - We appreciate your business!

Name	CATHOLIC HEALTHCARE WEST
Billing Account Number	1-1JH84U
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Payment Due	<b>May 31, 2023</b>

<b>Total Amount Due</b>	<b>USD</b>	<b>13,547.98</b>
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Pay your bill online at: <https://www.lumen.com/login/>

Level 3 Communications, LLC  
PO Box 910182  
Denver, CO 80291-0182

Amount Enclosed:

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- Detach and enclose this portion with your payment
- Make check payable to Level 3 Communications, LLC
- Write the invoice number on the check
- Mail check to address noted in this Remittance section

230531 000000640064402 00000000000001118843 6 2 00001354798 1



Billing Account Number

1-1JH84U

Invoice Number

640064402

Invoice Date

May 01, 2023

**1. What is PICC?**

PICC can also be called Carrier Line Charge. The Federal Communications Commission (FCC) mandated that all long distance companies pay the local telephone company a monthly PICC on most of your telephone lines. This charge is passed to you and may increase or decrease from time to time.

**2. What is the Federal Universal Service Fund Surcharge?**

Federal Universal Service Fund Surcharge is the recovery of the amount due to the Federal Universal Service Fund. Universal service is a Federal Communications Commission (FCC) program designed to ensure affordable access to telecommunications services to low-income customers, rural areas, school and libraries, and rural healthcare facilities. The Federal Universal Service fund was established by Congress in order to promote and encourage telecommunications infrastructure and service availability nationwide. All telecommunications providers that offer interstate and international voice and data, private line, directory assistance and other regulated services in the United States are required by the FCC to contribute on an equitable and nondiscriminatory basis to the Federal Universal Service Fund.

**3. What is the Cost Recovery Fee?**

A Cost Recovery Fee allows Lumen to recover regulatory fees and expenses incurred by Lumen such as FCC regulatory fees, federal regulatory fees to fund programs, various State Public Utilities Commission (PUC) fees, various state business licenses, and various state annual regulatory fees.

**4. What is the Property Surcharge?**

A Property Surcharge allows Lumen to recover a portion of the property tax it pays to state and local jurisdictions.

**5. What is the customer portal?**

The customer portal provides you with convenient and secure billing options. You can:

- View, download and analyze your Lumen invoices
- Pay your invoices easily online with the option to set up recurring payments
- Submit and manage billing inquiries, disputes and requests
- Create standard and custom reports
- "Go green" by turning off your paper invoice

Need access to the portal? Visit <https://www.lumen.com/login/> for more information on how to register. For any questions related to the portal, email [control.center@lumen.com](mailto:control.center@lumen.com) or call 1-877-253-8353.

**6. When is my invoice available online?**

You can view your invoice in the customer portal approximately 3 to 5 days after your Invoice Date. Your Invoice Date is shown on the top right corner of your invoice.

**7. What is a Prorate?**

Some products and services are billed one month in advance. If you sign up for one of these services in the middle of your billing period, your charges for that time period will be less than a full month's charge. This partial month charge is called a prorate.

**8. When is my invoice due?**

Your invoice is due upon receipt unless payment terms are specifically identified in your Master Services Agreement. If the total amount is not paid on time, your account is considered past due. Failure to pay a past due amount is considered a material breach of contract and may result in suspension of service and subsequent termination of your service contract.

**Level 3 Communications, LLC is a disregarded entity for U.S. federal tax purposes into Level 3 Financing, Inc. Federal Tax Id 47-0735805**

**9. How will credits appear on my invoice?**

Credits will appear in the Credits section of the invoice. Credits are identified with brackets surrounding the amount.

**10. What is a Payphone Surcharge?**

The Payphone Surcharge compensates the payphone owner for the use of their phones. This surcharge is mandated by the FCC and applies to all completed calls placed from a payphone when using toll-free numbers or any similar access codes. These calls are identified with a "H" next to the call amount in the Usage Detail section.

**11. What is a Minimum Usage Charge?**

A Minimum Usage Charge is the difference between your monthly usage guarantee, as agreed upon in your Service Contract, and your monthly usage plus applicable monthly recurring charges. This charge will only appear on your invoice if your monthly usage falls below your monthly usage guarantee.

**12. How do I submit a dispute?**

If you have any questions or concerns about your invoice, please contact the Billing Inquiry Department at 1-877-253-8353, through the customer portal or [Billing@Lumen.com](mailto:Billing@Lumen.com). Lumen must be notified and receive a written explanation for the disputed charges within 30 days of the due date. The written explanation of the dispute must include the following information:

- Account name and number
- Date of invoice
- Amount of disputed charges
- Type of disputed charges
- Reason charges are being disputed

Upon our receipt of such notification and written explanation, we will begin investigating the reason the charges are being disputed.

Any unpaid charges will accrue late fees and the settlement of the late fees will be addressed upon the resolution of the disputed charges.

**13. How do I submit a disconnect request?**

Customer initiated disconnect requests can be submitted through

<https://www.lumen.com/login/> or

<https://www.lumen.com/help/en-us/disconnects.html>

Go to Products & Services > Order Status to submit your new request. The service(s) you request to be disconnected will have an estimated Bill Stop Date of 30 days from the received date of the request unless the requested date is greater than 30 days from the received date or your contract states otherwise. Any subsequent requests for assistance or questions can be emailed directly to [disconnects@lumen.com](mailto:disconnects@lumen.com).

**14. How do I use the Telecommunication Relay Service (TRS)?**

To utilize the TRS system, simply dial 711. For additional information, consult the FCC website: <http://www.fcc.gov/cgb/dro/trs.html>

**Level 3 Communications, LLC Tax ID: GST/HST#: 84539 3941 RT 0001 QST#: 1214162918**



Billing Account Number **1-1JH84U**  
Invoice Number **640064402**  
Invoice Date **May 01, 2023**

**CATHOLIC HEALTHCARE WEST****CHARGE SUMMARY**

Recurring Charges	16,999.29
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	2,839.43
<b>Total Current Charges USD*</b>	<b>19,838.72</b>

\*Total Current Charges USD excludes finance charges

**AGING**

Current	21,001.75
0-30 Days	(2,653.20)
31-60 Days	517.82
61-90 Days	216.79
Over 90 Days	(5,535.18)
<b>Amount Due</b>	<b>13,547.98</b>

**PAYMENT DETAIL**

Receipt Date	Applied Date	Applied To	Receipt Number	Amount
Apr 03, 2023	Apr 03, 2023	632180515	ACH ACHE:230403-695	(20,247.30)
Apr 03, 2023	Apr 03, 2023	628194322	ACH ACHE:230403-697	(19,686.74)
Apr 28, 2023	Apr 28, 2023	636059575	ACH ACHE:230428-963	(19,559.48)
<b>Total Payments</b>				<b>(59,493.52)</b>

**OUTSTANDING BALANCE**

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Aug 01, 2022	304188136	20,106.08	0.00	(22,825.68)	260.80	(2,458.80)
Oct 01, 2022	612181067	19,948.51	(2,814.31)	(20,209.31)	0.00	(3,075.11)
Nov 01, 2022	616172010	22,835.59	0.00	(23,096.39)	259.53	(1.27)
Jan 01, 2023	624201109	19,987.77	0.00	(19,987.77)	216.79	216.79
Feb 01, 2023	628194322	19,987.77	0.00	(19,686.74)	216.79	517.82
Mar 01, 2023	632180515	19,469.95	(1,875.85)	(20,247.30)	0.00	(2,653.20)
Apr 01, 2023	636059575	21,218.54	(496.03)	(19,559.48)	0.00	1,163.03
Apr 30, 2023	1248580	(496.03)	0.00	496.03	0.00	0.00
May 01, 2023	640064402	19,838.72	0.00	0.00	0.00	19,838.72
		<b>162,896.90</b>	<b>(5,186.19)</b>	<b>(145,116.64)</b>	<b>953.91</b>	<b>13,547.98</b>

**CURRENT MONTH CREDITS**

Invoice # Service ID	Service Date Description	Ticket Number/Reason Code	Amount	Taxes, Fees, Surcharges	Total
636059575	Apr 27, 2023 - Apr 30, 2023				
333402645	Wavelengths 10GIG-E LAN MRC		(313.33)	(182.70)	(496.03)
<b>Total Credits</b>			<b>(313.33)</b>	<b>(182.70)</b>	<b>(496.03)</b>

**TAXES, FEES AND SURCHARGES**

	Federal / International	State	County	City	Other	Total
<b>Taxes</b>						
State and Local Taxes	0.00	198.20	21.08	201.77	0.00	421.05
<b>Total Taxes</b>	<b>0.00</b>	<b>198.20</b>	<b>21.08</b>	<b>201.77</b>	<b>0.00</b>	<b>421.05</b>
<b>Fees and Surcharges</b>						
Federal Universal Service Fund Surcharge	1,109.84	0.00	0.00	0.00	0.00	1,109.84
Administrative Expense Fee	50.48	0.00	0.00	0.00	0.00	50.48
Property Surcharge	0.00	943.47	0.00	0.00	0.00	943.47
Cost Recovery Fee	0.00	196.89	0.00	0.00	0.00	196.89
Franchise Cost Recovery	0.00	2.92	7.35	107.43	0.00	117.70
<b>Total Fees and Surcharges</b>	<b>1,160.32</b>	<b>1,143.28</b>	<b>7.35</b>	<b>107.43</b>	<b>0.00</b>	<b>2,418.38</b>
<b>Total Taxes, Fees and Surcharges</b>	<b>1,160.32</b>	<b>1,341.48</b>	<b>28.43</b>	<b>309.20</b>	<b>0.00</b>	<b>2,839.43</b>

**LOCATION SUMMARY**

LOCATION SUMMARY				
	Charge Type	Amount	Taxes, Fees, Surcharges	Total
910 15TH ST, DENVER, CO				
IP and Data Services	Recurring Charges	3,198.29	658.34	3,856.63



CATHOLIC HEALTHCARE WEST

LOCATION SUMMARY

Charge Type		Amount	Taxes, Fees, Surcharges	Total
Total 910 15TH ST, DENVER, CO		3,198.29	658.34	3,856.63
3033 N 3RD AVENUE, PHOENIX, AZ Security Services Transport Services	Recurring Charges	5,637.67	312.89	5,950.56
	Recurring Charges	2,663.33	1,553.05	4,216.38
Total 3033 N 3RD AVENUE, PHOENIX, AZ		8,301.00	1,865.94	10,166.94
811 S 16TH STREET, PHOENIX, AZ IP and Data Services	Recurring Charges	5,500.00	315.15	5,815.15
	Total 811 S 16TH STREET, PHOENIX, AZ	5,500.00	315.15	5,815.15
Total Charges		16,999.29	2,839.43	19,838.72



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## CATHOLIC HEALTHCARE WEST

## SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
1-1JH84U 441048260						
333402616	Cross-Connects	Loc A: 811 S 16TH STREET, PHOENIX, AZ				
	HSIP Port	MRC May 01, 2023 - May 31, 2023	1	0.00	0.00	0.00
			Total 441048260	0.00	0.00	0.00
441048262						
333402626	High Speed IP	Loc A: 811 S 16TH STREET, PHOENIX, AZ				
	HSIP Service	MRC May 01, 2023 - May 31, 2023	1	5,500.00	315.15	5,815.15
			Total 441048262	5,500.00	315.15	5,815.15
441048271						
333402645	Wavelengths	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	Transport Connection 10GIG-E LAN	MRC May 01, 2023 - May 31, 2023	1	2,350.00	1,370.35	3,720.35
	Transport Connection 10GIG-E LAN	MRC Apr 27, 2023 - Apr 30, 2023	1	313.33	182.70	496.03
	Installation - Transport Connection 10GIG-E LAN	NRC Apr 27, 2023	1	0.00	0.00	0.00
333402646	Wavelengths	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	Access Local 10GIG-E LAN	MRC May 01, 2023 - May 31, 2023	1	0.00	0.00	0.00
	Access Local 10GIG-E LAN	MRC Apr 27, 2023 - Apr 30, 2023	1	0.00	0.00	0.00
	Installation - Access Local 10GIG-E LAN	NRC Apr 27, 2023	1	0.00	0.00	0.00
333402647	Wavelengths	Loc A: 811 S 16TH STREET, PHOENIX, AZ				
	Access Local 10GIG-E LAN	MRC May 01, 2023 - May 31, 2023	1	0.00	0.00	0.00
	Access Local 10GIG-E LAN	MRC Apr 27, 2023 - Apr 30, 2023	1	0.00	0.00	0.00
	Installation - Access Local 10GIG-E LAN	NRC Apr 27, 2023	1	0.00	0.00	0.00
			Total 441048271	2,663.33	1,553.05	4,216.38
BDGD5094						
BBRM39293	DDoS Mitigation Services	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	DDoS Clean Traffic Return Path	MRC May 01, 2023 - May 31, 2023	1	4,675.79	259.51	4,935.30
BBRM39294	DDoS Mitigation Services	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	Flow Based Monitoring	MRC May 01, 2023 - May 31, 2023	1	480.94	26.69	507.63
BBRM39295	DDoS Mitigation Services	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	Flow Based Monitoring	MRC May 01, 2023 - May 31, 2023	1	480.94	26.69	507.63
BDGD5094	DDoS Mitigation Services	Loc A: 3033 N 3RD AVENUE, PHOENIX, AZ				
	DDoS Mitigation Service - Level 3, 1 Gbps, On-Demand, Enterprise	MRC May 01, 2023 - May 31, 2023	1	0.00	0.00	0.00



Billing Account Number1-1JH84U

Invoice Number640064402

Invoice DateMay 01, 2023

CATHOLIC HEALTHCARE WEST

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
			Total BDGD5094	5,637.67	312.89	5,950.56
BFQV1704						
FRO2006947965	Virtual Private Network	Loc A: 910 15TH ST, DENVER, CO				
Access SEQ1 10GE LanWave Onnet						
	Cross Connect Wave GE	MRC May 01, 2023 - May 31, 2023	1	0.00	0.00	0.00
	Access 10GE	MRC May 01, 2023 - May 31, 2023	1	702.17	439.41	1,141.58
FRO2006947966	Virtual Private Network	Loc A: 910 15TH ST, DENVER, CO				
IPVPN Port, 10 GB						
	Port - Fast E	MRC May 01, 2023 - May 31, 2023	1	45.12	3.95	49.07
FRO2006947967	Virtual Private Network	Loc A: 910 15TH ST, DENVER, CO				
IPVPN Logical, Fixed Rate						
	IPVPN COMMIT-PREMIUM	MRC May 01, 2023 - May 31, 2023	1	490.20	43.00	533.20
	IPVPN COMMIT-ENHANCED	MRC May 01, 2023 - May 31, 2023	1	1,348.05	118.23	1,466.28
	IPVPN COMMIT-BASIC	MRC May 01, 2023 - May 31, 2023	1	612.75	53.75	666.50
			Total BFQV1704	3,198.29	658.34	3,856.63
Total 1-1JH84U				16,999.29	2,839.43	19,838.72



## **Customer Notice/ Annual Rate Increase**

Lumen is implementing a policy to increase MRC rates up to 7.47% annually for all out-of-term Services provided on a month-to-month basis. These price adjustments support our continued investments in network, product and service enhancements. If your Services are or will be out-of-term and provided on a month-to-month basis within the next 12 months, they are eligible for this re-rate. The increase will go into effect (i) on or after your July invoice if your Services are currently month-to-month or (ii) on the invoice after the first full billing cycle after your Services come out of term (collectively "Re-Rate Date").

Some Services may also be subject to an additional increase. If your Services are impacted by an additional increase, you will receive a separate communication regarding the additional rate increase for those Services.

No action is needed on your part to effectuate this rate change; it will occur automatically on or after the Re-Rate Date. Alternatively, the impacted Services may be eligible for renewal for a new Service Term and new monthly recurring charges. If your Service is not eligible for renewal, you may place an order for one of our new and enhanced services. To place a renewal order or discuss other service options that may be available to you, please contact your Account Representative at 1-877-453-8353 or Customer Service at [CustomerCare@Lumen.com](mailto:CustomerCare@Lumen.com).

If you do not wish to continue the Services, you may follow the termination process outlined in your contract documentation for such Services. You will be liable for the increase in charges associated with the change to month-to-month rates to the extent that your Services continue on a month-to-month basis after the Re-Rate Date.

Please contact your Account Representative at 1-877-453-8353 or Customer Service at [CustomerCare@Lumen.com](mailto:CustomerCare@Lumen.com) with any questions about this change.



Important Notice Regarding the Planned Discontinuance of the ANI Account Code service, provided by Level 3 Communications, a Lumen Affiliate.

This notice is to advise you of an upcoming change to our traditional voice service "ANI – Account Codes." Effective June 01, 2023, the ANI-Account Code service, which allows a business customer to track long distance usage thru a validated or non-validated identification code (2-8 digits) to be dialed with any long distance domestic number, will be discontinued.

If you have any questions, please contact your Account Representative. If you do not know your Account Representative, please contact Customer Service at [CustomerCare@CenturyLink.com](mailto:CustomerCare@CenturyLink.com) with any questions about this change.

If you subscribe to other services from Lumen, those services will NOT be impacted by the discontinuance of the affected services listed above. Your other services will remain in place with no change to the applicable rates, terms, or conditions.

When the Service(s) are disconnected, we will automatically stop billing on the effective date listed on your Lumen invoice. Service(s) are not eligible for any billing credits for any invoices prior to the discontinuance date.

Thank you,  
Lumen