**ADDITIONAL INFORMATION REGARDING**

**CENTURYLINK™ PRODUCTS AND SERVICES**

**FOR RESIDENTIAL CUSTOMERS**

**Offers and rates apply to new Residential customers only. The following sections below apply to all**

**residential services, offers, and rates: General, Terms and Conditions, and Taxes, Fees and**

**Surcharges.**

**GENERAL**

Services and offers not available everywhere. CenturyLink may change, cancel, or substitute offers and

services, or vary them by service area at its sole discretion without notice. Requires credit approval and deposit

may be required. Additional restrictions apply.

**TERMS AND CONDITIONS** All products and services listed are governed by tariffs, local terms of service, or

terms and conditions posted to http://about.centurylink.com/legal/rates\_conditions.html (“Website”),

incorporated here.

**TAXES, FEES AND SURCHARGES**

Taxes, fees, and surcharges apply, including a Carrier Universal Service charge, National Access Fee

surcharge, a one-time, High-Speed Internet activation fee, and state and local fees that vary by area and

certain in-state surcharges. Cost recovery fees are not taxes or government-required charges use. Taxes, fees,

and surcharges apply based on standard monthly, not promotional, rates. Call **1-866-960-7089** for a listing of

applicable taxes, fees, and surcharges.

**TELEVISION SERVICES AND FEATURES**

The information below applies to television services and features. If you have any questions, please contact

CenturyLink customer service at **1-866-960-7089**

CenturyLink™ PRISM™ TV: **Offers and stated rates are available to new, first-time PRISM™ TV**

**residential customers only in select areas.** Customer must cancel DVR service, by calling CenturyLink Customer Service, before the end of the 3-month promotional period to avoid monthly charges or the standard monthly rate for service will apply until service is cancelled. All plans require separate local phone service plan and include digital channels (including local channels), one set-top box, one modem gateway, and up to four standard direct video streams to residence. CenturyLink-provided set-top boxes are required to view TV. If a term agreement applies to the offer, an early termination fee in the amount of discounts received applies if customer terminates services before the end of the applicable term agreement. Local channel availability varies by market. Caller ID service must be purchased separately to enable the on-screen Caller ID feature; Caller ID feature is not available in all areas. High Definition (HD) available on all TV plans for an additional $11.99/month, and up to two of the up to four video streams can be in HD. Customer’s location determines both HD availability and the maximum number of HD video streams (between 0-2 HD streams) a customer can view and record at any one time per residence, regardless of the number of set top boxes (“STBs”) in the household. All non-HD video streams are provided in standard definition. Subscription to service precludes customers from purchasing high-speed internet services from any third party. Additional charges will apply for additional programming packages, movie channel subscriptions (except for My PRISM™ Premium TV plan), pay per view movies and events, On-Demand purchases, and premium services/subscriptions for all plans. Some subscription services, events, and broadcast network service may be blacked out in your area. Customer may dial \*67 (touchtone) or 1167 (rotary) prior to placing a call to block their calling information. In order for media sharing to operate correctly customer must have Windows XP or VISTA and Windows Media Player II. **Equipment:** Minimum equipment and CenturyLink professional installation is required. At initial installation, each customer receives: one VDSL 2 modem; up to 6 set-top boxes (“STBs”) (standard plan includes 1 STB; additional STBs are available for an additional monthly rate, per STB); and 1 remote control per STB installed. All equipment must be returned to designated CenturyLink retail store within 30 days after service disconnection in an undamaged condition, or customer is charged for each equipment piece not returned or returned as damaged. **PRISM™ TV Plan:** Quad Play DVR service excluded and is available for an additional monthly fee. **PRISM™ Complete TV and PRISM Premium™ TV Plans:** includes Quad Play DVR service.

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