

# ATTACHMENT A

RESIDENTIAL CUSTOMERS



March 1, 2016

## IMPORTANT INFORMATION REGARDING YOUR CENTURYLINK SERVICE

Customer Name  
Address  
City, State, Zip

Dear <Customer Name>,

Our goal at CenturyLink is to deliver great quality and value while remaining competitive. Changing market conditions require that we continually evaluate our prices, product offerings, and infrastructure. Occasionally our evaluation reveals that we must change our rates for some services. For this reason, the monthly rates for residential local exchange services provided by United Telephone Company of the West d/b/a Centurylink will change, effective June 1, 2016. CenturyLink has not increased the rates for these services since 1999.

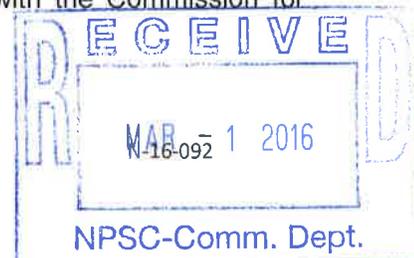
The proposed rate changes and affected exchanges are listed in the following chart. Monthly charges for Extended Area Service are being reduced concurrent with the increase in Local Exchange Service rates. While these are billed separately, the net impact of these changes can be determined by comparing the columns reflecting total charges.

Summary of Services and Rate Changes Effective June 1, 2016	CURRENT MONTHLY RATE			NEW MONTHLY RATE		
	Local Exchange Service [1]	EAS Charge	Total	Local Exchange Service	EAS Charge	Total
<b>Bayard, Lyman, Minatare, Mitchell and Morrill Exchanges</b>						
Flat Rate 1 Party Residential Lines	\$17.50	2.99	20.49	\$19.25	\$ 1.24	\$ 20.49
<b>Gering and Scottsbluff Exchanges</b>						
Flat Rate 1 Party Residential Lines	17.50	1.95	19.45	\$19.25	\$ 1.24	\$ 20.49
<b>Lewellen and Oshkosh Exchanges</b>						
Flat Rate 1 Party Residential Lines	17.50	1.49	18.99	\$19.25	\$ 1.24	\$ 20.49
<b>Broadwater, Chappell, Kimball and Potter Exchanges</b>						
Flat Rate 1 Party Residential Lines	17.50	N/A	17.50	\$19.25	N/A	\$19.25
<b>All Exchanges</b>						
Local Measured Service Residential Lines	8.75	N/A	8.75	\$ 9.62	N/A	\$ 9.62

[1] The monthly rate for 1 Party Residential Lines arranged for hunting is \$2.00 more than the Local Exchange Service rate listed above. When a called line is busy, hunting routes the incoming call to the first available line.

In accordance with applicable statutes and Commission rules, the Commission will review these proposed rate increases if at least five percent (5%) of affected customers present proper complaints to the Commission. Because approximately 1,145 residential customers will be affected by the rate increases, at least 57 residential customers must sign and file complaints with the Commission for Commission review to occur.

Prices exclude taxes, fees, and surcharges.



## ATTACHMENT A

### RESIDENTIAL CUSTOMERS

Each complaint is required to include the name and address of the customer and your residential telephone number (to aid in verifying customers). Complaints must be postmarked by July 1, 2016. For more information or to obtain a complaint form, contact the Nebraska Public Service Commission at 1-402-471-3101 or 1-800-526-0017 or visit the Commission's website at [www.psc.nebraska.gov](http://www.psc.nebraska.gov).

CenturyLink has scheduled a public information meeting regarding the proposed rate increases. This meeting will take place as follows:

#### **CENTURYLINK PUBLIC INFORMATION MEETING**

Date: April 8, 2016

Time: 10:00AM-Noon

Place: CenturyLink, 2806 Avenue D, Scottsbluff, NE

Phone: 308-635-8283

If you have questions regarding these increases, or to learn more about our products and services, please contact a Customer Care Representative at 1-800-943-8809. Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Prices exclude taxes, fees, and surcharges.

