

WN U-3
 UNITED TELEPHONE COMPANY OF THE NORTHWEST
 d/b/a **CenturyLink**

Schedule AE-1 (C)
 2nd Revised Sheet 11
 Cancels 1st Revised Sheet 11

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM

1. GENERAL

- a. Business customers who subscribe to Business Individual Line, Key Trunk, and/or PBX Trunk service may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required commitment level with each subsequent order.
- b. Business customers who subscribe to **Centrex service** may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order. (D)
- c. Business customers who subscribe to ISDN PRI, Enhanced Frame **Relay, Digital Data**, DS1, and/or DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order. (D)
- d. New and existing business customers who are contacted by the Company or who contact the Company and request this offer may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: ISDN-BRI, ISDN-PRI, Enhanced Frame Relay, ATM, Digital Data, DS1, DS3, and Individual Voice Channels for Custom Access Solutions. To be eligible, customers must establish a new account or add to an existing account and order a qualifying service(s), with a resulting monthly spend of \$300 or more (excluding taxes, surcharges and other fees). The bill credit will be issued for the first month's charges for each qualified service added to the customer's account under this offer.

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UNITED TELEPHONE COMPANY OF THE NORTHWEST
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Schedule AE-1 (C)
5th Revised Sheet 12.3
Cancels 4th Revised Sheet 12.3

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

h. Reserved for Future Use

i. Reserved for Future Use

j. Customer Check-Up Thank You Program

Business customers with nine lines/trunks or fewer are eligible for a \$10 invoice credit when they respond to a direct mailing that will be sent to them immediately after the anniversary date on which they established service. When customers contact a Company representative within 90 days after receiving the direct mailing, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs. The credit will appear on the customer's bill within two billing cycles after contacting the Company.

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