

WN U-10  
CenturyTel of Washington, Inc.  
Exchange and Network Services

Section 16  
Original Sheet 3

PROMOTIONS

2. One Month Free – One Bill Credit

During the period January 13, 2011 through April 13, 2011, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Section 16  
Original Sheet 4

PROMOTIONS

3. One Month Free – Two Bill Credits (No term commitment)

During the period January 13, 2011 through April 13, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and third month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Section 16  
Original Sheet 5

PROMOTIONS

4. Two Months Free – Two Bill Credits

During the period January 13, 2011 through April 13, 2011, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion. This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.