

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

Section 16

Original Sheet 7

PROMOTIONS

6. Satisfaction Guarantee Program

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From February 28, 2011 through May 28, 2011, customers subscribing to Business Flat Rate Service One-Party, Key/Data Trunk, Centrex/PBX Trunks are eligible for this promotion. Customers must notify the Company within thirty days after installation of a qualifying service(s), that they are not satisfied and subsequently request disconnection of that service(s). The customer must submit a cancellation notice to the Company via a web-based on-line form within thirty days of the service installation and at least five days before the Company receives a disconnection request form the customer or the customer's new service provider. (The Company will not reimburse the customer for any installation charges passed on by the new service provider.) This promotion is not available to customers who cancel service and replace the service with another service provided by the Company, or to customers who required special construction for their installation. This promotion only applies to services provided under the Tariff.

When customers respond to this offer, they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection. Each customer is entitled to a one-time credit per service. Customers will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection. Reimbursement will be issued in the form of a bill credit or check.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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