



Date

Name

Address

City, State Zip

Dear <Customer Name>,

In August of 2014, CenturyLink communicated to you our intent to discontinue Frame Relay services offered by its United Telephone Company of the Northwest d/b/a CenturyLink affiliate. This action is necessary because the equipment used to deliver these services has been discontinued by the manufacturer and is no longer supported.

CenturyLink is in the process of completing the regulatory notification filings required to discontinue Frame Relay services. Coincident with this notification, CenturyLink is filing a notice of cessation with the Washington Utilities and Transportation Commission for Frame Relay in the Washington service territory of its United Telephone Company of the Northwest affiliate no earlier than June 1, 2015. Existing contracts will be honored until their expiration date, but no new orders will be accepted after June 1, 2015. As an existing Frame Relay service subscriber, you will receive a prorated credit on your bill for the number of days that the service was paid for but not used.

If you have not already done so, we encourage you to contact your CenturyLink account team to discuss available alternatives to Frame Relay service and avoid possible disruption of your service after June 1, 2015. If you have any questions about these changes, please contact your CenturyLink Service Manager or Sales Representative. You may also contact us at 1-800-786-6272.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.