

**Exh. SP-5
Docket UT-171082
Witness: Susie Paul**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**QWEST CORPORATION D/B/A
CENTURYLINK QC,**

Respondent.

DOCKET UT-171082

**EXHIBIT TO
TESTIMONY OF**

Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

CenturyLink Order Confirmation, dated January 3, 2017

April 6, 2018

[PDF=QWS4000_S_P_001_20170103_001_X0000270.PDF]

Your order date: 12-22-2016
Your order number: T58067662
Your account number: 360-254-2324
Your 3-digit account code: 598

Your Order Confirmation

January 3, 2017

QWS4000_S_P_001_20170103_001_X00270:1



ROBERT SAUM
15512 NE 79TH WAY
VANCOUVER WA 98682

Order Details

Rates do not include applicable federal, state, county, or local taxes for your area. These taxes will apply to certain services and will appear on your monthly billing statement. Additional surcharges, fees, promotions or discounts may apply.

All products ordered may not appear on this letter. Please refer to your bill for complete details.

You have ordered these services for:
360-254-2324

Monthly Charges

High-Speed Internet connection speed up to 1.5Mbps/896Kbps	\$45.99
Discount	\$25.50
Home Phone	\$35.00
Basic Service	
Selective Call Forwarding-Enhanced	
Call Following	
Call Forwarding - Variable	
Caller ID	
Three-Way Calling	
Security Screen®	
No Solicitation Service	
Last Call Return	

(continued on reverse)

Please review the important information enclosed and on the back of this letter about services and terms for use.

Hi Robert Saum,

Thank you for ordering services from CenturyLink. Please take a moment to confirm your order details listed on the left. We appreciate your continued business and promise to do everything we can to make your experience the best it can be.

If you need anything, we're here to help you.

- For questions about your order, services or bill, call Customer Service 1-866-450-6152, weekdays from 8:00 a.m. to 6:00 p.m.
- For technical support or repair, call 1-800-573-1311, 24 hours a day, 7 days a week.

Visit My Account at centurylink.com/myaccount to securely access your account 24/7, go green with paperless billing, find out what's new and more. Your new bill details will be available online after you receive your next bill.

Learn more about your CenturyLink services on the included instruction sheets. You can also find helpful hints online at centurylink.com/welcome.

Please keep this order confirmation for your records.

CenturyLink®

Order Details

(continued)

Call Waiting ID	
Call Rejection - Enhanced	
Anonymous Call Rejection	
Employee Discount Plan	
Access Recovery Charge	\$1.48
Advanced Modem-Lease (S&H charges may apply)	\$9.99
Internet Cost Recovery Charge	\$1.99
Federal Access Charge	\$5.85

One-Time Charges

Home Phone	\$31.00
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You have ordered these services for:
360-260-4189

Monthly Charges

Basic Service	\$20.00
15 Cent Single Rate Plan	\$2.99
Access Recovery Charge	\$1.48
Federal Access Charge	\$5.85

One-Time Charges

Basic Service	\$31.00
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If you are adding, or changing your individual products to a High-Speed Internet and Home Phone Bundle, you may lose some of the bundle's savings you may currently be receiving on your account. These bundle savings may not be available in the future. Also, if applicable, by opting into the Internet and Home Phone Bundle, your previous Price-for-Life promotion on your High Speed Internet service will no longer apply and is no longer available. This means that the price of your High-Speed Internet service could be subject to future rate increases.

If you ordered Verizon Wireless service, you'll receive a separate order confirmation from Verizon Wireless.

Your CenturyLink® High-Speed Internet Service and related products are offered under the High-Speed Internet Subscriber Agreement terms, which are located at centurylink.com/legal/highspeedinternetsubscriberagreement. Please review the terms, which include late fees, arbitration and limits on CenturyLink liability. If you do not agree, call CenturyLink to cancel your service within 30 days. CenturyLink updates the Subscriber Agreement from time to time and your continued use of the service(s) constitutes your acceptance of any changes. High-Speed Internet Technical Support Representatives available 24 hours a day, 7 days a week at 1-888-777-9569 or online at www.ctlhelp.com through the Click to Chat Icon.

High-Speed Internet: Available only to CenturyLink residential local service customers. Phone line installation and ISP charges are extra. Service may not be available in all areas. Requires compatible broadband modem, available from CenturyLink. Modems not supplied by CenturyLink may not be supported. Connection speeds are based on sync rates. Download speeds will be up to 15% lower due to network requirements and may vary for reasons such as customer location, websites accessed, Internet congestion and customer equipment. Other restrictions and fees may apply. Rates subject to change.

It is very important that you set up your Call Following service immediately to prevent others from illegally billing long-distance calls to your account. Please call the Update Center at 1-888-Your Area Code-8052* and set up your personal security code right away. See enclosed product sheet for more details. *Accounts in MN, IA, AZ and OR have special Update Center dialing instructions on the product sheet.

For important information about your rights as a CenturyLink customer in Washington and our responsibilities as your telecommunications provider, see our web site <http://www.centurylink.com/legal/>

Call Trace is available to you on a pay per use basis. Refer to the phone services pages of your local white pages directory for instructions. Your pay per use fee in Washington is \$1.50.

Telephone assistance plans help low-income citizens with the cost of telephone service. Eligibility is dependent upon income guidelines and other criteria. For more information, please call CenturyLink.

We want you to be happy with the optional phone services you ordered. If you have any problems, please give us a call and ask about our service guarantees. Toll plans, maintenance plans and basic service are not covered. Please refer to the owner's manual of any equipment you've purchased for separate warranty information.

Product and service limitations may exist. If a product or service insert or specific instructions to obtain additional information were not provided for your product or service, please contact your CenturyLink Representative or call 1-866-450-6152, referring to your order date and order number, for product or service details, plan and feature restrictions and limitations.

Conditions encountered at installation may require additional labor and equipment charges, which will be listed on your CenturyLink bill.

Your telephone services are billed in advance. Your next bill may include charges for both a full and partial month of service.

Directory Assistance, Operator Services, Speed Calling, and Local Long Distance service provided by CenturyLink Corporation are offered pursuant to Catalog Terms located at <http://centurylink.com/legal/washington/index.html>
Ordering and/or using those services means you agree to the Catalog Terms that govern them.



Your Order Confirmation

Please contact CenturyLink Monday - Friday 8 a.m. - 6 p.m.

For TTY (Telecommunications Device for the Deaf) Services call 1-800-223-3131.

For customer inquiries, write to CenturyLink, 930 15th Street, 11th Floor, Denver, CO 80202

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Your Order Confirmation

► Here is a guide to the Long Distance plans you've chosen.

Employee Discount Plan

A special employee
long-distance discount

Domestic calling from home

- One great low 2.5¢ per minute rate for direct-dialed state-to-state, in-state and local toll (if selected) calls.
- Monthly Long Distance Line Charge on this plan is 49¢ per account.
- Call any time of the day or any day of the week — no calling time restrictions.
- If you currently have IntraLATA toll concession, you can still benefit from CenturyLink long-distance service. When ordering, select CenturyLink state-to-state long-distance service and keep your current local toll provider. Then you'll be able to enjoy the benefits of both the CenturyLink Employee Discount Plan and your concession too.

International calling from home

- Enjoy low discounted rates to countries you call most often with CenturyLink® Choice® International plan.
- No monthly fee — the standard \$4.00/month CenturyLink Choice® International fee is waived.
- Call any time of the day or any day of the week — no calling time restrictions.
- Rates vary by country. Please visit centurylink.com/welcome or call CenturyLink for the most current rates.
- Other International savings plan options are available at regular pricing.

For more information call 1-866-450-6152.

CenturyLink® 15 Cent Single Rate Plan

One rate, every day,
all the time!

Domestic calling from home

- 15¢ per minute for direct-dialed state-to-state, in-state and local toll calls.
- Monthly Long Distance Line Charge on this plan is \$2.99 per account.
- Call any time of the day or any day of the week - no calling time restrictions.
- Simplicity of one monthly bill and one customer service number for all your local and long-distance phone services.

If you have received CenturyLink Long Distance in error, we will gladly switch your long-distance service back to your original provider, or to another provider of your choice. CenturyLink will make the change for free within the first 30 days. Please call 1-866-450-6152 to request a change or for more information. You may also contact your previous carrier or your preferred carrier to switch your service.

CenturyLink® 15 Cent Single Rate Plan: Available only to CenturyLink local service customers for residential use. Rate covers domestic calls at \$0.15 per minute. \$2.99 Long Distance Line Charge, monthly charge, per account also applies. Any PIC Change Charge assessed by your local service provider for changing long-distance carriers is not included. Calls made using calling card service may be billed at a higher rate. Listed rates cover calls only within the US and US Territories and do not include taxes, incremental charges and surcharges. International rates are excluded. Subject to applicable tariffs and regulations. Rates subject to change.

Employee Discount Plan: Available only to current CenturyLink employees and qualified referrals for residential use. Rate for interLATA calls is \$0.025 per minute. Billed minutes of use are rounded up to the nearest cent. International rates excluded. \$0.49 Long Distance Line Charge applies per account. Listed rates cover calls only within the US and to US Territories and do not include taxes, incremental charges and surcharges. Subject to applicable tariffs and regulations. Rates subject to change.

CenturyLink®

If an International Plan is not selected, International Base Rates apply and vary depending on time of day and country called.

Remember to dial a "1" when making a long-distance call.

Calls that use special facilities, such as satellites (ship to shore, satellite phones) may have special, significantly higher rates, even when they are initiated from your CenturyLink landline. The called number may or may not have unique numbers; if you have any doubt or question, contact CenturyLink for more details. These calls can be very expensive.

For customer inquiries, write to CenturyLink, 100 CenturyLink Drive, Monroe, LA 71203

NOTE: The pricing quoted above reflects our standard monthly rates. Any promotional price reductions due to term agreements or discounts negotiated at the time of sale may not appear in this letter, but will appear in detail on your monthly invoice.

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