Melissa E. Newman
Senior Vice President
Federal Policy and Regulatory Affairs
1099 New York Avenue NW, Suite 250
Washington, DC 20001
202.429.3120

VIA ECFS

January 19, 2016

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: *In the Matter of Applications Filed by Qwest Communications International Inc. and CenturyTel, Inc. d/b/a CenturyLink for Consent to Transfer Control*, WC Docket No. 10-110

Dear Ms. Dortch:

As was announced in December, 2014, CenturyLink is consolidating its Access Service ordering and billing systems to streamline processes and systems across CenturyLink's markets. The planned implementation date for the consolidation project was May 30, 2016.

CenturyLink engaged in a year-end review of the project, and it became clear that some functionality would not be available when user testing was scheduled to begin on January 18, 2016. In the interest of providing a quality product to our customers, CenturyLink has decided to delay the implementation of the ASR consolidation project. The new implementation date for this project is now August 1, 2016.

In compliance with CenturyLink's commitments made in the FCC's proceeding regarding the transfer of control of Qwest Communications International Inc. to CenturyLink[1], CenturyLink is notifying the Federal Communications Commission and providing a copy of the revised CenturyLink Access Service Ordering and Billing System Consolidation Plan. The revised plan contains a new timeline reflecting the new implementation date and includes an update on the 3rd Party Facilitator (Section 3.2) and an update to Customer Testing (section 3.3.3). This plan was distributed to the members of the Change Management Process (CMP) on January 15, 2016. The CMP provides all affected CLECs the opportunity to provide comments, includes testing, and ultimately will lead to implementation in August, 2016 after a vote of acceptance.

[1] WC Docket No. 10-110, Appendix C, released March 18, 2011.

I would be happy to provide additional information about the CMP forum and how the Commission can participate or track the progress of this consolidation.

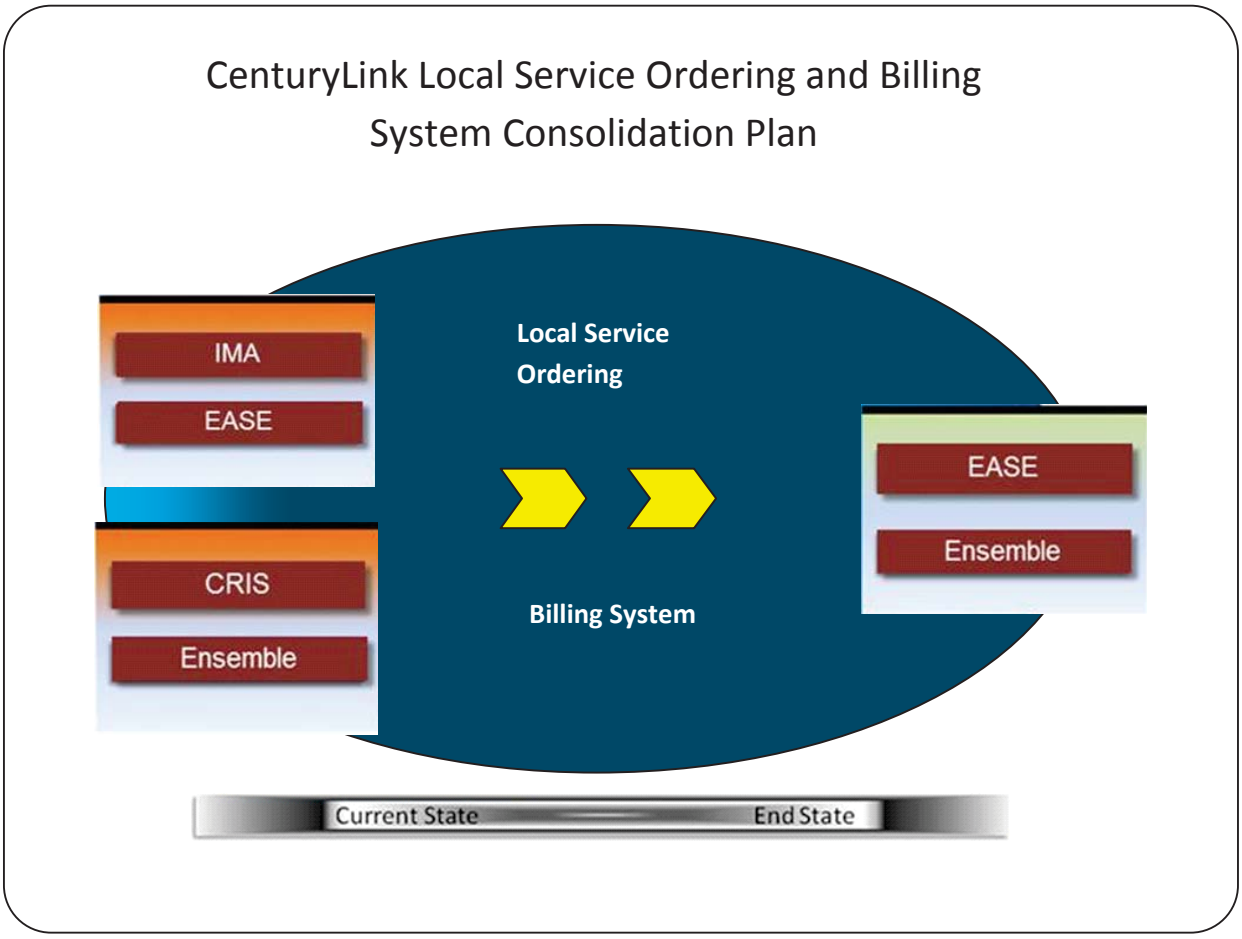
Sincerely,

/s/ Melissa E. Newman

Attachments

Copy via email to:
Randy Clarke

CenturyLink Local Service Ordering and Billing System Consolidation Plan



Version 1.0 1/4/16

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Document Modification Log

All revisions to this document are in chronological order.

Version	Date	Description of Change
1	1/4/2016	Initial Version of Plan with Eastern Consolidation dates specified

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Contents

CenturyLink Local Service Ordering and Billing System Consolidation Plan 1

1 Executive Summary 5

1.1 Scope 5

1.1.1 Items Not in Scope: 6

1.2 Assumptions 6

1.3 Historical Background 7

2 Ordering and Billing System Description 7

2.1 Current State System View 8

2.1.1 CLEC ordering portal 8

2.1.2 Service Delivery 8

2.1.3 Billing 9

2.1.4 Facility Based Directory Listing (FBDL) 9

2.1.5 Nationwide Customer Ordering & Billing 9

2.2 End State System View 9

2.2.1 Transition to common processes and system infrastructure 9

2.2.2 EASE 10

2.2.3 Ensemble 10

2.3 Local Service Ordering End State System - EASE 11

2.3.1 Service Ordering Comparison – IMA to EASE (LSOG 2Q14) 12

2.3.1.1 Pre-Ordering 12

2.3.1.2 Ordering 13

2.3.1.3 Post Ordering 13

2.4 Billing End State System 14

2.4.1 Billing System Comparison Functionality – CRIS to Ensemble 14

2.4.1.1 Bill Format 14

2.4.2 Billing System Differences between CRIS to Ensemble 15

2.4.2.1 BANS 15

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2.4.2.2 Bill Summary 15
2.4.2.3 RSID/ZCID....15
3 Consolidation Plan Implementation 16
3.1 Consolidation Plan Schedule and Milestones....16
3.1.1 Conversion Approach 16
3.1.2 Schedule and Milestones....16
3.2 3rd Party Facilitator 17
3.3 Consolidation Plan Implementation....17
3.3.1 Internal CenturyLink Consolidation Testing....17
3.3.2 Training and Process Plan....18
3.3.3 Customer Testing 18
3.3.4 Load & Performance (L&P) Testing 18
3.3.5 Production Conversion Plan....19
3.3.6 Contingency Plan....19
Appendix A: Ensemble Invoice & CSR Examples (Redacted) 21
Appendix B: Regulatory Organizations, Guidelines and Standards 22
Appendix C: Glossary 23
Appendix D: Document Authors 25

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1 Executive Summary

CenturyLink is consolidating Local Service ordering and billing systems to streamline processes and systems across CenturyLink's markets (hereafter, Consolidation). Due to Acquisitions (see Section 1.3), CenturyLink currently operates two different ordering and billing systems for Local Services. As a result, customers that are in multiple locations within CenturyLink's network could be using both systems making this inefficient for the customer and for CenturyLink.

During consolidation, CenturyLink will move all Local Service Request (LSR) ordering to Electronic Administration & Service Order Exchange (EASE) and the associated billing to Ensemble. (Refer to Section: 2: Ordering and Billing System Description for more information.) This consolidation will move properties off the Interconnect Mediated Access (IMA) and Customer Records Information System (CRIS).

The benefits to the wholesale customers and CenturyLink of consolidating the ordering systems across all CenturyLink Markets are to provide:

- Single standardized order entry channel for LSR services
- Standardized process for LSR handling
- Single view of all LSR orders
- One set of training requirements

The benefits to the wholesale customers and CenturyLink of consolidating the billing systems across all CenturyLink Markets are to provide:

- Single process for LSR billing functions
- Consistent billing levels – i.e. grouping of accounts across states
- Consistent method to view the billing for any products and services ordered on an LSR
- Consistent bill format for all local billing

To reduce the risks associated with a conversion, the conversion will be implemented in three phases, one CRIS region at a time.

1.1 Scope

The CenturyLink Local Service Ordering and Billing System Consolidation Plan (hereafter; the Consolidation Plan) document provides CenturyLink's wholesale customers, (hereafter; Customers) with further information about the Consolidation and how they will be affected.

The purpose of this document is to cover the scope of the Consolidation Plan to fulfill specific requirements of settlement agreements with various parties, as well as associated state commission and FCC orders, related to the CenturyLink/Qwest merger (hereafter, Merger Requirements). This document summarizes the critical milestones that will occur when CenturyLink consolidates the Current State Ordering and Billing Systems into the End State solution. The Consolidation is planned for no earlier than December 2016.

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1.1.1 Items Not in Scope:

Items that are not in-scope for this project include, but are not limited to:

- Future system enhancements to EASE resulting from Local Service Ordering Guidelines (LSOG) updates beyond the upgrades specified in this project
- Access Service Request (ASR) processing

1.2 Assumptions

The following is a list of assumptions that are applicable during implementation and upon completion of the Consolidation:

- CenturyLink will comply with all applicable Merger Requirements
- CenturyLink will utilize the existing Qwest Corporation d/b/a CenturyLink Change Management Process (CMP) to communicate system and product/process changes in the appropriate timing and format. CenturyLink will fully utilize CMP post Consolidation. To view the complete CMP document, visit the CMP Website or click on the Wholesale Change Management Process Document link
- The CMP timeline will be adjusted consistent with Merger Requirements
- Customers will enter LSRs in EASE and receive their bill output from Ensemble
- Customers will submit orders in LSOG (Issue 2Q14 Dated June 30, 2014) standard format and in 2nd version of XML format
- Completed IMA orders will continue to be available on-line for 24 months from the Consolidation date for inquiry
- CenturyLink will communicate billing account number changes to Customers before the Consolidation
- Historical data for Bill/CSRs will be available for duplicate bill requests for 13 months
- CenturyLink will retain existing output choices for billing media (i.e., paper vs. electronic) at consolidation
- Customers will not have to resend any In-Flight orders

  In-Flight orders are:

  > When Customers submit orders and CenturyLink acknowledges acceptance, but the processing of the orders are not complete before the Consolidation weekend.

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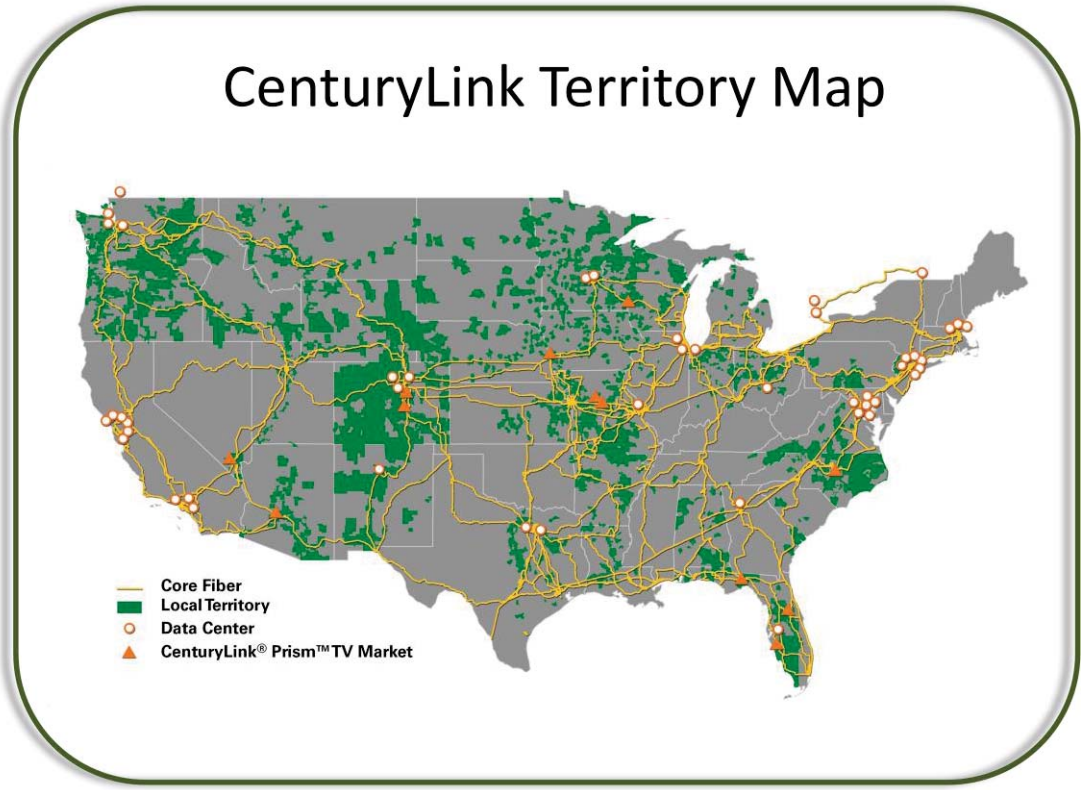
1.3 Historical Background

Strategic acquisitions are the primary contributor to CenturyLink's rapid growth. Pacific Telecom, Embarq, and Qwest are a just few of the companies acquired in recent years. CenturyLink also purchased a large number of access lines from GTE in 2000 and Verizon in 2002.



After the acquisition of Embarq in 2009, CenturyLink consolidated the Embarq Service Order Entry (SOE), Customer Records and Billing (CRB) to Ensemble. Embarq used the EASE Service Ordering System before acquisition. CenturyLink adopted Embarq's EASE Service Ordering System ordering into its Local Service Ordering system flow, replacing EZLocal for use in all of its markets at that time.

2 Ordering and Billing System Description

This section provides Customers with Current State and End State Ordering and Billing system views, common features, and information about the differences between Current State and End State systems. It also provides information about the functionality and applications that CenturyLink uses to facilitate Customer and system interfaces.

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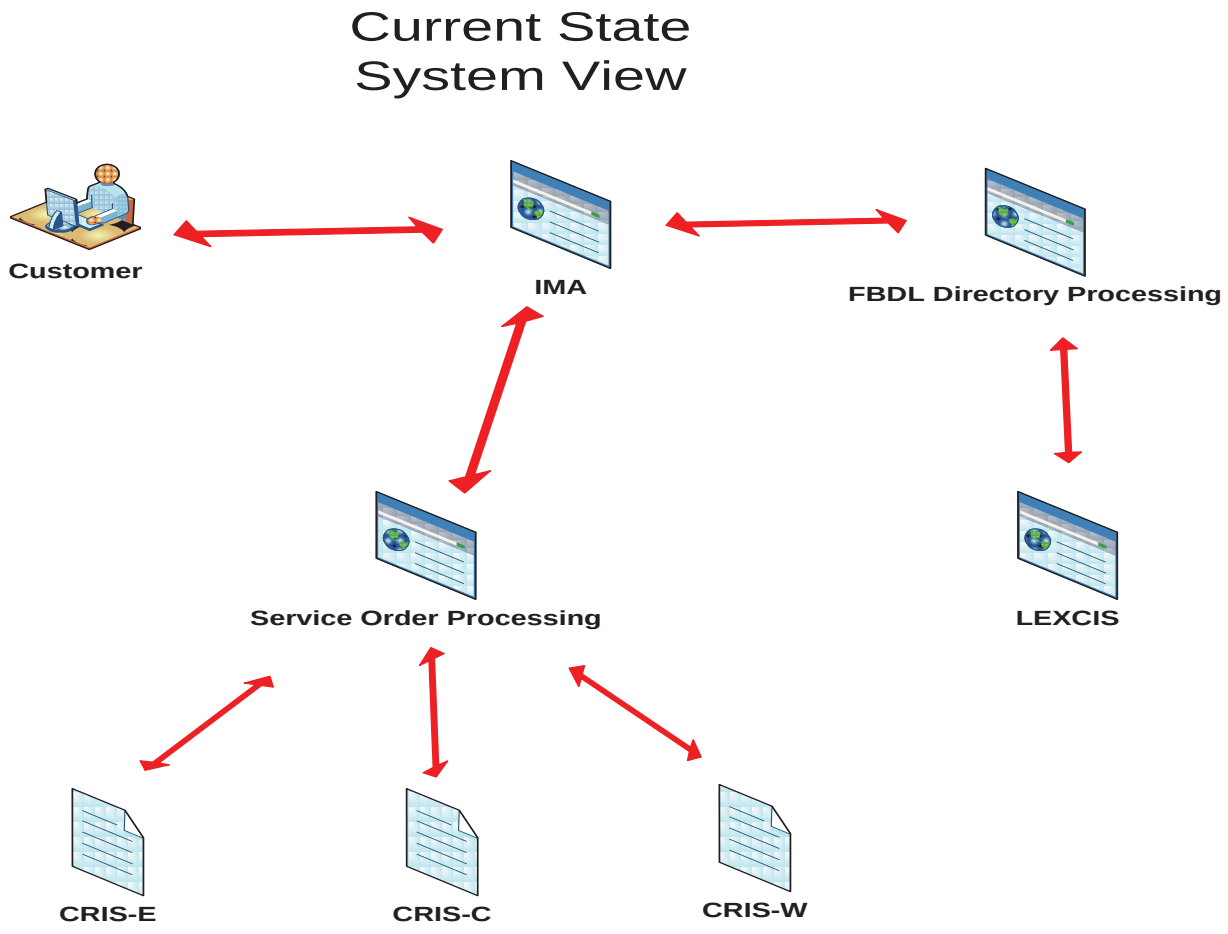
2.1 Current State System View

CenturyLink currently uses two separate Local Service Request Ordering and Billing Systems. CenturyLink uses both EASE and IMA for Local Service Request Ordering. CenturyLink uses Ensemble for billing. The diagram below depicts the current state system view for IMA Ordering and CRIS Billing.



2.1.1 CLEC ordering portal

IMA is the current LSR application supporting local service requests for wholesale customers in the Legacy Qwest markets of CenturyLink. IMA includes a GUI application for direct order entry of LSR orders and pre-order inquiries and the viewing of statuses and notifications. IMA also provides an electronic bonding gateway using XML to support system-to-system integration.

2.1.2 Service Delivery

IMA interfaces to an application called FTS, which constructs an order in one of three regionalized core-ordering applications, called Service Order Processors (SOPs). The SOPS create the Universal Service Order, used by the Telcordia suite of provisioning systems to establish service.

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2.1.3 Billing

The Service Order (S.O.) is transmitted from the Service Order Processor to the 3 CRIS regions for billing today.

2.1.4 Facility Based Directory Listing (FBDL)

Directory Listings are sent from IMA to the Qwest Directory Builder application, which creates and stores the directory listing based on LSR Directory requests.

Directory Listings are billed in the LEXCIS billing system.

2.1.5 Nationwide Customer Ordering & Billing

Century Link currently requires, based on end user location, the use of two different systems to deliver local service requests from wholesale customers, EASE and IMA. Multiple billing platforms are also used with different media and invoice formats.

The graphic above illustrates the wholesale process and billing local service today.

2.2 End State System View

2.2.1 Transition to common processes and system infrastructure

The following diagram depicts the End State Ordering and Billing System for all CenturyLink Markets.

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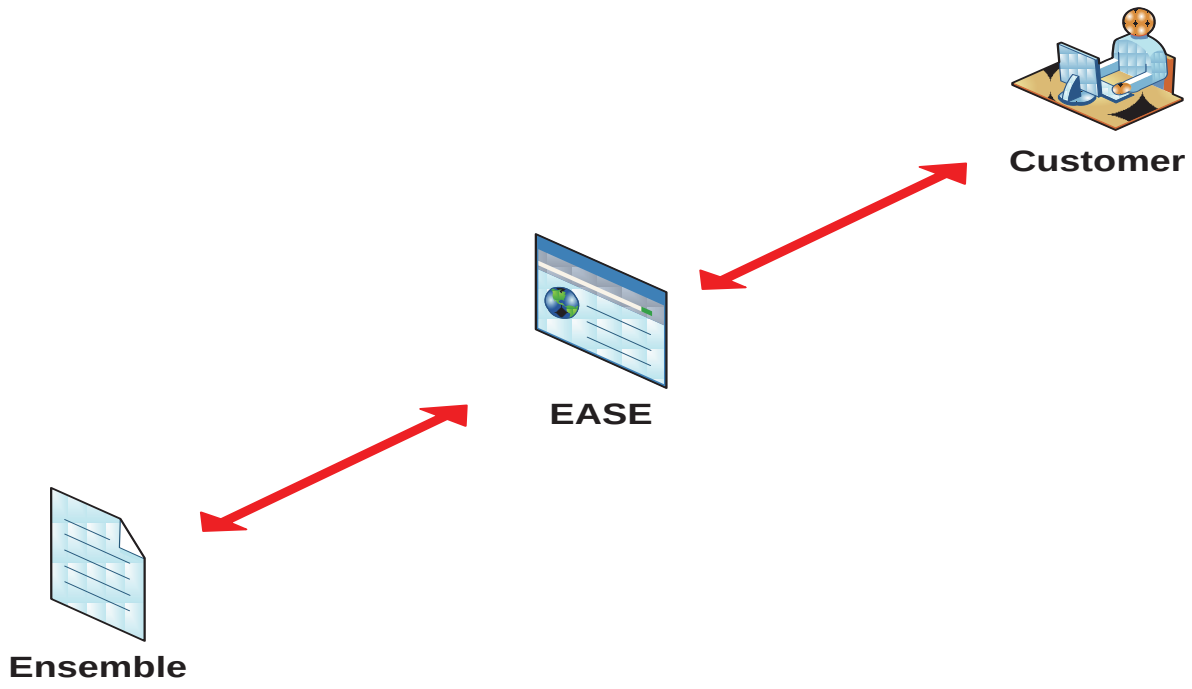

2.2.2 EASE

EASE is the end state LSR ordering application to be used by Customers, as well as CenturyLink, allowing LSR processing via a GUI and batch files, and real-time XML transactions.

Included within EASE are:

- Edits
- Validations
- Pre-order information queries
- Status information

2.2.3 Ensemble

Ensemble is the end state system that creates the core service order and bills customers for services ordered through LSRs. Ensemble is integrated directly with EASE via an API. The core Ensemble service originates both the service delivery and billing processes. Ensemble also supports the directory listing fulfillment and billing processes.

Ensemble is the billing system application that is used to set up new customer services, facilitate billing services, provision some products and services, view customer information and many other customer-related services.

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2.3 Local Service Ordering End State System - EASE

CenturyLink Customers use the Synchronoss based EASE system for LSR Ordering. Synchronoss, founded in 2000, specializes in software and services for Wireline and Wireless Telecommunications Carriers. Headquartered in Bridgewater, NJ, Synchronoss is a publicly traded company (NASDAQ: SNCR) with annual revenue for the fiscal year 2014 of approximately $457M.

Synchronoss acquired the technology and assets that support the EASE platform as part of its overall acquisition of Wisor Telecom OSS in 2008. Since then, Synchronoss has continued to maintain, enhance, and market the platform supporting EASE.

EASE is an industry compliant order entry and workforce management system that allows end-to-end view and management of the LSR orders. The system consists of GUI and UOM/XML ordering capabilities. The system is robust and table driven with extensive business rule capabilities.

EASE follows industry-standard ordering business rules, including the twice-annual LSOG industry updates. EASE provides the following:

- Single, centralized platform for all LSR processing
  - Supports both eBonding and Portal (Virtual Front Office (VFO) GUI) capabilities
- Proven carrier-grade solution
  - Solutions are used by major carriers across the US and beyond, including major Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs)
  - Extensive features and functions for validation, delivery, and integration
- Compliance with LSOG/LSR industry standards and standard LSR configurations
  - Manages all LSOG updates going forward
- Integration with back office systems
  - Platform Application Programming Interface (API) will support additional integrations as needed for all LSR Order volumes.
- Platform Expandability
  - Local Number Portability (LNP) / Local Service Request (LSR) / Receive custom transaction types

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2.3.1 Service Ordering Comparison – IMA to EASE (LSOG 2Q14)

The following matrices provide a comparison of current IMA functionality and EASE LSR functionality that will be available in user acceptance testing and deployed prior to conversion including planned development.

General Functionality	IMA	EASE
Support eBonding and portal for LSR requests	Yes	Yes
LSOG Ver 2Q14 Compliant	No	Yes*
Auto-populate initiator information from User Profile	Yes	Yes*
Field Level Help	Yes	Yes*
Error messaging – identifies form and fields	Yes	Yes*
Auto navigation to fields in error	No	Yes
Recapping from pre-order to order	Yes	Yes*
Multiple versions of XML	Yes	Yes*
Manage Users	Yes	Yes
Agent owner relationships	Yes	Yes

2.3.1.1 Pre-Ordering

Pre-Order Functionality	IMA	EASE
Address Validation (by Street Address or TN)	Yes	Yes*
Appointment Scheduler Query (Select, Change, or Cancel)	Yes	Yes*
Carrier Facility Assignment Validation (Cable Facility, CFA Groups or Units queries)	Yes	Yes*
Customer Service Inquiry & Virtual Customer Service Inquiry Retrieval (by Street Address or TN)	Yes	Yes*
Directory Listing Inquiry (by Account TN, Listed TN, Non-Standard TN, Caption Name, or SLU Header TN)	Yes	Yes*
Design Layout Record Query (by Serial Number Circuit, TN Circuit, Carriers Facility Circuit, or Message Trunk Circuit)	Yes	Yes*
Facility Availability Validation (by TN, Address, or Circuit)	Yes	Yes*
Loop Qualification Query (by TN or Circuit)	Yes	Yes*
Meet Point Query (POTS Splitter or Cable Connection queries)	Yes	Yes*
Raw Loop Data Query (by TN, Address, or Circuit)	Yes	Yes*
Service Availability Query (by State and Service Type)	Yes	Yes*
TN Reservation Query (by Address and Custom TN selection criteria)	Yes	Yes*

*Indicates some development may be required prior to CLEC testing

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2.3.1.2 Ordering

Order Functionality	IMA	EASE
Create and submit a request	Yes	Yes
Revise and resubmit a rejected request	Yes	Yes
Supplement a request	Yes	Yes
Up front order editing	Yes	Yes
Search LSRs	Yes	Yes
Wildcard search	Yes	Yes
Order replication and template creation	Yes	Yes

2.3.1.3 Post Ordering

Post Order Functionality	IMA	EASE
Viewing and retrieving line loss information Viewing and retrieving line loss information (by Account Number, Working TN, Circuit, Order number, PON, or Completion Date)	Yes	Yes
Status by LSR and/or Service Orders		
Error	Yes	Yes
Issued FOC	Yes	Yes
Jeopardy (LSR)	Yes	Yes
Jeopardy (Internal Service Order)	Yes	Yes*
Order Completed	Yes	Yes*
Physical Work Completed	Yes	Yes
Posted to be billed	Yes	Yes*
Rejected	Yes	Yes*
Request Completed	Yes	Yes*
Notification Inquiries		
BCN	Yes	Yes*
Bulk	Yes	Yes*
Completion	Yes	Yes*
Confirmation	Yes	Yes*
Error	Yes	Yes*
Jeopardy	Yes	Yes*
PSON	Yes	Yes*
Reject	Yes	Yes*
CFA Inventory	Yes	Yes*
Query for technician status and trouble ticket status	Yes	Yes*

*Indicates some development may be required prior to CLEC testing

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Note: Technical, legal and regulatory changes may affect information provided in the above table. Changes made following the introduction of this document in CMP are not reflected in the table above.

Follow the link to access LSOG: http://www.atis.org/obf/download.asp

2.4 Billing End State System

CenturyLink uses Ensemble to bill services ordered through an LSR.

Ensemble was developed by AMDOCS. AMDOCS is an industry leading billing and OSS platform provider. Many telecom providers, including AT&T, Sprint, T-Mobile and Bell Canada, use their software. AMDOCS has been in business for over 30 years and specializes in Software and Services for communications, media and entertainment industry service providers worldwide. They are particularly well known for their revenue management products.

AMDOCS is a publicly traded company (NASDAQ: DOX) with annual revenue for the fiscal year 2014 of approximately $3.563B.

The Ensemble application is a full service ordering and billing suite currently supporting the legacy CenturyLink retail and wholesale customer base. The Ensemble application is fully integrated into legacy CenturyLink's accounting, regulatory reporting and service delivery platforms.

2.4.1 Billing System Comparison Functionality – CRIS to Ensemble

2.4.1.1 Bill Format

Ensemble uses Price Plans and Feature codes for billing where CRIS uses USOCs (Universal Service Order Codes). The bill provides a Current Charges Summary section that lists Monthly, One-time and Usage charges. Where applicable, Department totals and a Department Summary by sub-department is presented. The Charge Detail section identifies charges (monthly and one-time charges) by Product-ID. Local Usage detail is provided when applicable. Lastly, an account summary page is presented.

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The following table shows key capabilities of the System.

CRIS to Ensemble Billing System Integration	
Key Capabilities	Description
Online Bill View	CenturyLink will provide the Customer with an external link for up to 13 months of bill invoices. The Customer will be able to sign up for this access. This history will be built going forward after Consolidation. The current tool is My Account and will be moving to Control Center.
Media Options	Ensemble provides multiple options for receiving bills. Options include paper, online bill viewing, and EDI standard files.
Invoices	CenturyLink will continue to provide industry compliant invoices. Refer to separate attachment for Appendix A: Ensemble Invoice & CSR Examples.

Note: Technical, legal and regulatory changes may affect information provided in the above table. The table above does not reflect changes made following the introduction of this document in CMP.

2.4.2 Billing System Differences between CRIS to Ensemble

2.4.2.1 BANS

Ensemble uses a nine digit account number (i.e. 123456789), whereas CRIS uses a TN number format for the Billing Account Number (BAN). CenturyLink will provide the BAN conversion information prior to consolidation.

2.4.2.2 Bill Summary

Account, department, and sub-department summaries are available in the bill.

2.4.2.3 RSID/ZCID

Values from CRIS will be carried over to Ensemble.

Note: Technical Specifications will explain any electronic billing file differences, if applicable.

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3 Consolidation Plan Implementation

The Consolidation Plan provides a framework for informing all participants about the Consolidation.

3.1 Consolidation Plan Schedule and Milestones

3.1.1 Conversion Approach

The overall conversion will be accomplished in phases, corresponding to the three regional CRIS systems:

- Eastern (IA,MN,NE,ND,SD)
- Western (OR, WA)
- Central (AZ, CO,ID,MT,NM,UT,WY)

3.1.2 Schedule and Milestones

Consolidation completion for the Eastern region is 12/5/2016. Tentative target for the Western region is 2Q17 and Central region is 4Q17. CenturyLink will comply with all applicable Merger Requirements, including use of the CMP process. This document will be updated when target dates are available for the additional two phases.

The following table shows a list of milestones that impact the Consolidation Plan. CenturyLink will communicate updated milestone dates per the CMP process.

= A milestone, established by the Merger Requirements, that alters the established CMP milestones schedule.

Consolidation Plan Milestone	Date
CMP CR Issuance: SCR110415-1, SCR110415-2, SCR110415-3, SCR110415-4 These can be found at: http://www.centurylink.com/wholesale/cmp/cr/crnumber_system_index.html	11/4/15
CR Presentation at CMP Meeting	11/18/15
LSR Consolidation Plan due	1/4/16
Initial Release Notification (for SCR110415-1 and SCR110415-2)	1/4/16
Initial Retirement Notice (for SCR110415-3 and SCR110415-4)	1/4/16
LSR Consolidation Plan Review Meeting	1/18/16
Extended Customer Comment Window for Initial Release Notification, Initial Retirement Notice and Consolidation Plan	2/4/16
CenturyLink issues response to CLEC comments and Final Retirement Notice, including the Final version of the LSR Consolidation Plan	2/25/16
3rd Party Facilitator Selected	3/4/16

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Consolidation Plan Milestone	Date
Draft Interface Tech Specs	4/8/16
Tech Specs Walk-through	4/19/16
CLEC Comments for Interface Tech Specs	4/25/16
Final Interface Tech Specs	4/29/16
L&P Volume Testing	6/6/16
(New) GUI Initial Release notice	6/23/16
(New) GUI Draft Release notes	7/8/16
Product Process Notification associated with Level 2 OSS changes	7/8/16
CLEC comments due on (New) GUI Release Notes	7/11/16
CLEC comments due on Level 2 OSS Product Process changes	7/15/16
Training available	7/15/16
GUI Final Release Notice	7/15/16
Final Notice For Level 2 OSS Product/Process Changes	7/22/16
Customer Testing Begins with LSR Consolidation Functionality (120 Days)	7/29/16
Customer Testing Ends	11/28/16
Customer Go/No Go Vote	12/1/16
Eastern Region Release to Production	12/5/16

3.2 3rd Party Facilitator

In accordance with the Merger Requirements, CenturyLink will contract with a 3rd Party Facilitator to coordinate between companies during planning and execution of Customer Testing. Refer to Section 3.3.3: Customer Testing.

The 3rd Party Facilitator will be engaged in 1Q2016. The CLECS will have the opportunity for input on the 3rd Party Facilitator requirements. The Facilitator will assist in Customer Testing scenario development and be available during the 120-day Customer Testing period which begins in 3Q2016.[1]

3.3 Consolidation Plan Implementation

This section provides further details on the Consolidation Plan implementation, including testing, training, the conversion weekend consolidation plan, and contingency planning.

3.3.1 Internal CenturyLink Consolidation Testing

CenturyLink will execute test orders through EASE to ensure that proper billing codes assignation occurs and the orders flow successfully into Ensemble for

[1] See *In the Matter of the Joint Petition for Approval of Indirect Transfer of Control of Qwest Operating Companies to CenturyLink, Minnesota Public Utilities Commission*, Docket No. p-421, et al./PA-10-456, Settlement Agreement between the Joint Petitioners and Joint CLECs, March 4, 2011.

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billing. CenturyLink business SMEs (Subject Matter Experts) will check for accuracy and completeness.

The following is the standard process that CenturyLink has used for previous consolidations and will use for this system consolidation:

- First, internal testing consisting of 'mock' conversions from CRIS into Ensemble prior to the Customer testing period will be iteratively executed.
- Test bills will be generated and compared to production Ensemble bills for accuracy.

Automated comparisons will occur for all circuits/products that are on the account, all monthly recurring charges, taxes, and any in-flight activity such as pending payments, one time charges and disputes. CenturyLink resources will investigate fallout and issues during the comparison process and update the processes/programs to achieve billing accuracy.

CenturyLink SMEs from EASE/IMA and CRIS/Ensemble systems and process areas will participate in testing and validation efforts. In addition, contract resources will supplement these internal resources to ensure intense focus on Consolidation activity and to allow 24-hour cycles.

3.3.2 Training and Process Plan

Per the Merger Agreement, CenturyLink will provide Customer training and education without charge.

For the Consolidation, CenturyLink will provide the following:

- CenturyLink will provide updated EASE Customer training
- CenturyLink will conduct a Customer walk through session prior to the start of Customer testing
- An additional Customer walk-through of the training will be conducted before Consolidation
- CenturyLink will provide updated external documentation prior to the beginning of the Customer testing phase

3.3.3 Customer Testing

In accordance with the Merger Agreement, CenturyLink will make available a testing environment at the appropriate time for the Customers to test orders into the EASE ordering system. A testing schedule will allow the generation of test bills and CSRs at scheduled intervals during the 120-day testing window. Before testing begins, the process to log and track defects will be communicated.

3.3.4 Load & Performance (L&P) Testing

CenturyLink completed an analysis of the increased demand on EASE to process IMA transactions. To meet the needs of the expected volume from this analysis, EASE processing capability was increased. CenturyLink modifies processing capacity by using internal virtual server environments allowing CenturyLink to respond quickly to capacity issues.

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In addition to the completed performance analysis, CenturyLink will perform a Load & Performance test on EASE based on the anticipated needs after the IMA volume is included. Specifically:

- The Load & Performance test will be conducted prior to Consolidation, but no later than end of 3Q2016
- The combined LSR transaction volume for the preceding 36 months will be made available to Customers
- The highest monthly volume of aggregate transactions for the preceding 12 months will serve as the testing baseline
- Using the highest monthly volume, a single day's average transaction volume of LSRs will be calculated
- 125% of the single day's transaction volume will be processed and performance metrics captured
- These metrics will be available to Customers

3.3.5 Production Conversion Plan

The overall Consolidation from ordering through billing will be implemented in three phases: Eastern, the weekend of December 2, 2016, and two more conversions for Central and Western regions in 2017. These conversions will be flash cuts of the IMA and CRIS applications that are in use for that region prior to the conversion. The EASE LSR and Ensemble applications will then be in use for that region post-conversion. This means that Customers will submit orders via IMA pre-Consolidation weekend and new orders post-Consolidation will go into EASE. The weekend Consolidation cutover will be for all properties in the impacted regions. The Consolidation weekends will be scheduled near the end of a month following the completion of all billing cycles for that month, and before any billing cycles executed in the following month.

Customers' will receive notifications of the Consolidation's extended weekend maintenance window. There will be a live bridge open at CenturyLink with key CenturyLink resources that will be available to immediately investigate and address any concerns once the production systems are back online. Customers will receive issue ticket logging and escalations processes prior to the Consolidation weekend. At Consolidation, all existing products billed in CRIS will convert and all new bills will be generated from Ensemble for the impacted region.

3.3.6 Contingency Plan

A backup of all relevant source and target databases will occur at the beginning of the extended maintenance window immediately as part of conversion. Once these backups complete successfully, consolidation activities will begin. The Ensemble database will contain CRIS products, in-flight orders will be contained in the end state databases and internal validation will occur.

In the event of catastrophic issues with the production system during consolidation weekend, the original databases' pre-consolidation state restoration would occur through a predefined back-out plan. The implementation of this plan would only occur in the event of catastrophic issues with the production system during that weekend. In the unlikely event this back-out plan is

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required, the decision would be made in time to have the systems available on the Monday following consolidation weekend.

Once the consolidation is complete and validated, source databases will be modified to ‘read only’ to allow view capability where applicable.

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Appendix A: Ensemble Invoice & CSR Examples (Redacted)

CRIS Redacted Resale Bill:

CRIS BILL.docx

Ensemble Redacted Resale Bill:

ENSEMBLE BILL.docx

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Appendix B: Regulatory Organizations, Guidelines and Standards

The following is a list of regulatory organizations, guidelines and industry standards mentioned in this document.

- LSOG (Local Service Ordering Guidelines)
  - http://www.atis.org/obf/download.asp
- CMP (CenturyLink Change Management Process)
  - http://www.centurylink.com/wholesale/cmp/review.html
- FCC (Federal Communications Commission)
  - www.**fcc**.gov/
- PUC (Public Utility Commissions)
  - The following link is to the National Association of Regulatory Utility Commissioners. You will be able to obtain information about Public Utilities Commissions by State

    http://www.naruc.org/Commissions/

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Appendix C: Glossary

The glossary lists terms and acronyms used in this document with descriptions and definitions.

Term/Acronym	Description/Definition
API	Application Programming Interface
BAN	Billing Account Number
CFA	Carrier Facility Assignment
CLEC	Competitive Local Exchange Carrier
CMP	Change Management Process
CRB	Customer Records and Billing
CRIS	Customer Records and Information System
CSR	Customer Service Records
Current State System View	Denotes CenturyLink's existing systems and their functionality pre-Consolidation
EASE	Electronic Administration & Service Order
End State System View	Denotes CenturyLink's systems and functionality post Consolidation
FBDL	Facility Based Directory Listing
FCC	Federal Communications Commission (USA)
GUI	Graphical User Interface
ILEC	Incumbent Local Exchange Carrier
IMA	Interconnect Mediated Access
LEC	Local Exchange Carrier
LEXCIS	Local Exchange Carrier Invoice System
LNP	Local Number Portability
LSOG	Local Service Ordering Guidelines
LSR	Local Service Request
NC	Network Channel
NCI	Network Channel Interface
OSS	Operating Service System
PUC	Public Utility Commissions
RLEC	Rural Local Exchange Carrier
S.O.	Service Order
SOE	Service Order Entry
UOM	Uniform Ordering Model

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USOC	Universal Service Order Code
VFO	Virtual Front Office
WTN	Working Telephone Number
XML	eXtensible Markup Language

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Appendix D: Document Authors

The table below lists the qualifications of the document authors including information technology professionals with substantial experience and knowledge regarding CenturyLink systems, process, and requirements.

Title	Years of Telco Experience	Service in CenturyLink	Service in Qwest	Role in Preparation of Consolidation Plan
Director Access Billing	17	17	0	Access Billing
Director IT Conversion	20	20	0	IT Conversion and Architecture
Director Wholesale Ordering, Enterprise eBilling & CPE Development	26	4	13.5	Director Wholesale Ordering, Enterprise eBilling & CPE Development
Director of Wholesale Support	32	32	0	Reviewer to ensure compliance with merger commitments
Director Wholesale Technical Support	25	4	21	OSS & Technical Support
Lead Process Analyst	30	4	26	Change Management Process, Lead Process Analyst
Lead Witness	16	4	12	Qwest Merger Commitments SME
Manager Credit Management	35	4	31	Qwest Billing Process SME
Manager Program / Project Management - Ordering	26	26	0	Manager Program / Project Management - Ordering
Manager Program / Project Management - Wholesale	21	4	17	Manager Program / Project Management - Wholesale
Sr. Lead Analyst	33	4	29	Qwest Change Management Process, Sr. Lead Analyst
Sr. Lead Process Analyst	35	4	31	Qwest Billing Process
Sr. Lead Project Manager	15	4	11	Overall Project Manager for completion of the Consolidation Plan

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App. A - CRIS Redacted Resale Bill

Account #: 1 Bill Date: 12/28/18

CenturyLink™

Monthly Account Summary	
Previous Balance	0.00
New Charges (see below) Due 1/19/19	177.50
Total Amount Due	**$177.50**
Payment Due By	1/19/19

New Charges Summary	
Internet	177.50
Home Phone	0.00
Television	0.00
Wireless Phone	0.00
Total New Charges	$177.50

Need anything?

Call us: Service 1 800-244-1111
Repair 1 800-573-1311
Visit us: centurylink.com

CenturyLink™

CenturyLink
P O Box 29040
Phoenix, AZ 85038-9040

CenturyLink™

Need anything? Service 1 800-244-1111

Information About Your Account

At CenturyLink, our top priority is providing you with quality customer service. As part of that commitment, we have prepared the following information to help you understand your account. If you need additional assistance, please call **Customer Service at 1 800-244-1111**. Customers using Teletype (TTY) devices can direct their inquiries to CenturyLink at **1 800-223-3131, a TTY equipped number.**

Charges for your local monthly service are billed one month in advance. Charges for other monthly services may be billed one month in advance or in arrears, for example, usage charges may be billed after the charges are incurred. CenturyLink should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. All charges must be paid each month to keep your account current. Failure to pay non-basic charges may result in other collection activities, including restriction of long distance calls or removal of other services. CenturyLink packages of features and the amounts shown on the summary page may include both basic and charges that are not basic.

Late Charge Reminder:
Any amount left unpaid 30 days after bill date is subject to a 1.62% late payment charge, except Internet and Digital Home Phone charges.

Any amount of Internet and related Internet charges left unpaid 30 days after bill date is subject to a $6.00 late payment charge.

Third-Party Billing Block
Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

You change. Your family changes. Your needs change. And as they do, you can trust CenturyLink to provide you with the right communications and entertainment services. So call us at 1 888.335.5171 today.

Email Signature Date / /
Account #

Check the appropriate box below, fill in the information above and return with a check for this month's payment -

☐ **Automatic Payment.** Simple. Effortless. Accurate. With the automatic payment plan you never have to worry about paying your bill on time again. By checking the box and filling in the information requested above, you are authorizing your bank to debit the monthly amount due on your bill and pay it directly to CenturyLink. You can also sign up for automatic payment at centurylink.com/billpay.

☐ **Summary Billing Statement** Save paper and streamline your bill by choosing our summary billing statement option. To get started just check the box and fill out the information requested above. As always, you can get your full billing details anytime by checking your account online or giving us a call.

☐ **Go Green with Paperless Billing.** To stop receiving a monthly paper bill and start receiving a simple email which lets you know everytime your online bill is ready to view, just check the box, fill in the information requested above and hop online to create an account at centurylink.com/billpay. The trees thank you already.

App. A - CRIS Redacted Resale Bill

CenturyLink™

Account #:

Bill Date: 12/28/18 page 3 of 6
Need anything? Service 1 800-244-1111

Summary of Your New Charges

Service	Total With Savings
Internet - page 3	
Internet Monthly Charges	73.99
Related Monthly Charges	10.27
Service Additions & Changes	82.04
Taxes, Fees & Surcharges	11.20
Total Internet Service	$177.50
Total New Charges	**$177.50**

Details of Your Internet Charges

Internet
Service Period: Dec 28 - Jan 27

Internet Monthly Charges	
Internet - High-Speed Internet	73.99
Internet Monthly Charges Total	**$73.99**
Related Monthly Charges	
Internet Service	
Internet Cost Recovery Fee	1.99
Local Phone Service	
Federal Access Charge	6.50
Access Recovery Charge	1.78
Related Monthly Charges Total	**$10.27**
Service Additions & Changes	
Internet Service - Dec 12, 2018 Order Number N13776721	
Add Service	
Federal Access Charge	
Access Recovery Charge	
Internet Cost Recovery Fee	
Connect Titanium Installation Charge	19.95
High-Speed Internet	
Charge for Federal Access Charge Not Previously Billed at $6.50 from Dec 12 to Dec 28	3.25
Charge for Access Recovery Charge Not Previously Billed at $1.78 from Dec 12 to Dec 28	.89

App. A - CRIS Redacted Resale Bill

CenturyLink™

Account #: 1

Bill Date: 12/28/18 page 4 of 8
Need anything? Service 1 800-244-1111

Details of Your Internet Charges (cont.)

Service Additions & Changes	
Charge for Internet Cost Recovery Fee Not Previously Billed at $1.99 from Dec 12 to Dec 28	1.00
Charge for High-Speed Internet Not Previously Billed at $73.99 from Dec 12 to Dec 28	37.00
Internet Service - Dec 14, 2018 Order Number F13776721	
Remove Service	
Federal Access Charge	
Access Recovery Charge	
Internet Cost Recovery Fee	
Connect Titanium	
High-Speed Internet	
Credit for Federal Access Charge Previously Billed at $6.50 from Dec 14 to Dec 28	- 2.82
Credit for Access Recovery Charge Previously Billed at $1.78 from Dec 14 to Dec 28	- .77
Credit for Internet Cost Recovery Fee Previously Billed at $1.99 from Dec 14 to Dec 28	- .86
Credit for High-Speed Internet Previously Billed at $73.99 from Dec 14 to Dec 28	- 32.06
Internet Service - Dec 14, 2018 Order Number	
Service Installed at New Address	
Federal Access Charge	
Access Recovery Charge	
Internet Cost Recovery Fee	
Connect Titanium Installation Charge	19.95
High-Speed Internet	
Charge for Federal Access Charge Not Previously Billed at $6.50 from Dec 14 to Dec 28	2.82
Charge for Access Recovery Charge Not Previously Billed at $1.78 from Dec 14 to Dec 28	.77
Charge for Internet Cost Recovery Fee Not Previously Billed at $1.99 from Dec 14 to Dec 28	.86
Charge for High-Speed Internet Not Previously Billed at $73.99 from Dec 14 to Dec 28	32.06
Service Additions & Changes Total	**$82.04**

Taxes, Fees & Surcharges

Internet Service

State Sales at 5.125%	7.88

CenturyLink™

Account #:

Bill Date: 12/28/18 page 5 of 8
Need anything? Service 1 800-244-1111

Details of Your Internet Charges *(cont.)*

Local Phone Service	
Federal Excise at 3%	.44
State Sales at 5.125%	.76
Federal Universal Serv Fund at 16.7%	2.08
Telecommunication Relay Service Fund at .33%	.04
Taxes, Fees & Surcharges Total	**$11.20**
Total Internet Charges	**$177.50**

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Previous Balance	Payments	Adjustments Credits	Current Charges
15,348.74	7,776.88 CR	74.03 CR	7,757.77

Payment Summary

Previous Balance	15,348.74
Payment by check received on OCT 09	7,776.88 CR
Balance	**7,571.86**

Adjustments/Credits Summary

Adjustments to Previous Balance (Details on Page 4)	74.03 CR
Total Adjustments	**74.03 CR**

Current Charge Summary

Monthly Charges	7,614.69
One-Time Charges	129.60
Usage Charges	13.48
Discount	0.00
Adjustments	0.00
Taxes, Fees, and Surcharges	0.00
Total Current Charges	**7,757.77**

Due Date Dec. 02, 2015 Amount Due 15,255.60

Just a friendly reminder that your account is past due. If you have already made your payment, thank you for bringing your account up to date.

IMPORTANT NEWS

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

FOR CHANGE OF ADDRESS OR PAYMENT AUTHORIZATION:
☐ Please check here and complete reverse. Thank You.

D

Account Number:
Amount Due By Dec. 02, 2015 15,255.60

CenturyLink
P.O. Box 4300
Carol Stream, IL 60197-4300

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Important Notices and Information :

Allocation of charges:

Service Categories	Past Due	Current Month	Total Due
Basic Services	7,334.08	7,511.51	14,845.59
Other Services	163.75	246.26	410.01
All Services	7,497.83	7,757.77	15,255.60

Failure to pay Basic charges may result in the disconnection of those Services. Please contact CenturyLink regarding any questions or problems with your bill before the due date.

View and pay your bill online at centurylink.com/myaccount.
You will need your authentication code 4912.

On or about November 22, 2015, CenturyLink will contract with Western Union Speedpay to provide additional bill payment services. Under this service, you may pay your bill using your Mastercard, Visa or Discover card, or your ATM or debit card with the STAR, PULSE, NYCE or Accel logo. A convenience fee will apply for all one-time payments. The convenience fee is in addition to any fees charged by your financial institution. CenturyLink will not retain this fee. All other payment methods, including electronic payment using your checking or savings account or a one-time check payment option, remain unchanged. If you have any questions, please visit us at www.centurylink.com/help or contact us at 855-374-6973. Thank you for choosing CenturyLink for your communication needs-we value you as our customer.

When you need answers to questions or help with a problem concerning your telephone, your first call should be to CenturyLink of Ohio, Inc. at 1-800-201-4099 for residential customers or 1-800-201-4102 for business customers. If your complaint is not resolved after you have called CenturyLink, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

CenturyLink works every day to bring you solutions that best meet your total communications needs. Stop in and learn more about our value pricing that will help you reduce your household expenses when you bundle all of your services with CenturyLink. You can also pay your bill and check out our newest products and services at your local CenturyLink Customer Experience Center. Visit www.centurylink.com/stores to find the location nearest you.

For your convenience, information about your local phone service is available online at www.centurylink.com.

Address Information Changes Effective Date _____

New Address _____

City _____ State _____ Zip _____

Work Phone ( ) _____ Home Phone ( ) _____

MONTHLY AUTOPAY AUTHORIZATION FORM

I authorize CenturyLink to charge my MasterCard, Visa, Discover, American Express, savings or checking account monthly for any accrued balance on the billing account listed below.

(We reserve the right to revoke this if bank approval is denied)

☐ **Checking Account #** _____
(Write your billing account number on a voided check or copy of a voided check and attach.)

☐ **Savings Account #** _____
(Write your billing account number on a voided deposit slip and attach.)

☐ **Credit Card** ☐ **Debit Card** **Exp Date:** _____

☐ MasterCard ☐ Visa ☐ Discover ☐ American Express

_____ _____
Signature required *Date*

Please continue to pay your bill until notified on your statement that autopay is active.

Account Number ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Account Name:
Account Number:

Important Notices and Information :

To speak with a customer care associate, call Monday - Friday, 8 a.m. - 9 p.m. EST at the number found on your bill. You can also find our customer care number in the information pages of the telephone directory. Service problems can be reported 24 hours a day, seven days a week by calling 800-786-6272.

United Telephone Company of Ohio DBA CenturyLink

LATE FEE REMINDER: Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at http://www.centurylink.com/tariffs.

Effective November 1, 2015, we will no longer accept the American Express credit card for any transaction, including bill payments. If you currently pay your CenturyLink bill with an American Express credit card, please visit the CenturyLink website listed in the directions below to learn about alternative ways to pay your bill, including payments online, by phone, by mail, in person or set up an automatic, monthly payment. ACH payments, Visa, MasterCard, and/or Discover are still acceptable payment methods at this time.

If you currently pay your CenturyLink bill with an American Express credit card, please be sure to change your AutoPay payment method as soon as possible to avoid any disruption to your monthly payments. Your prompt attention to this matter is appreciated.

You may provide another form of payment by following these simple steps:
Go to www.centurylink.com/help.
Type AutoPay in the Find Answers box.
Click on How to change your AutoPay payment information.
This is where you can update your payment method.

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

Third-Party Billing Block
Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

Account Name:
Account Number:

Detail of Payments and Adjustments

Detail of Adjustments (Reflected on Page 1)

Billing Correction Credit	0.20 CR
Billing Correction Credit	0.20 CR
Billing Correction Credit	0.20 CR
Billing Correction Credit	0.20 CR
Billing Correction Credit	0.20 CR
Billing Correction Credit	0.20 CR
Billing Correction Credit Access Recovery Charge	1.20 CR
Billing Correction Credit Access Recovery Charge	0.88 CR
Billing Correction Credit Access Recovery Charge	0.88 CR
Billing Correction Credit Interstate EUCL Bus Sub	5.30 CR
Billing Correction Credit Interstate EUCL Bus Sub	5.30 CR
Billing Correction Credit Interstate EUCL Bus Sub	3.89 CR
Remove Access Recovery Charge From OCT 16 To NOV 02	0.72 CR
Remove Access Recovery Charge From OCT 16 To NOV 02	0.72 CR
Remove Interstate EUCL Bus Sub From OCT 16 To NOV 02	3.18 CR
Remove Interstate EUCL Bus Sub From OCT 16 To NOV 02	3.18 CR
Remove Intrastate SLC Bus From OCT 16 To NOV 02	3.60 CR
Remove Intrastate SLC Bus From OCT 16 To NOV 02	3.60 CR
Remove State Telecom Relay Svc Fund From OCT 16 To NOV 02	0.01 CR
Remove State Telecom Relay Svc Fund From OCT 16 To NOV 02	0.01 CR
Remove Vacation Num Reservation - Bus From OCT 16 To NOV 02	20.18 CR
Remove Vacation Num Reservation - Bus From OCT 16 To NOV 02	20.18 CR
Total Adjustments	**74.03 CR**

Current Charges Summary — Service From Nov. 03, 2015

Monthly Charges	Qty		Rate	Amount
1 Pty Business	6	@	31.70	190.20
1 Pty Business	2	@	29.85	59.70
1 Pty Business	8	@	37.43	299.44
1 Pty Business	17	@	33.64	571.88
3 Way Calling Business	1	@	4.31	4.31
Additional Listing-Bus	3	@	3.00	9.00
CFWD Group - Busy Line	2	@	4.31	8.62
CFWD Group - Do not Answer	6	@	1.72	10.32
Call Forward Busy Bus	1	@	1.72	1.72
Call Forward No Ans Bus	2	@	1.72	3.44
Call Forwarding Business	17	@	4.31	73.27
Call Return Business	1	@	4.31	4.31
Caller ID Number Only BUS	14	@	8.62	120.68
Caller ID Numbr/Name	14	@	8.62	120.68
Centrex Access Line	8	@	31.01	248.08
EQ IWM CLEC Select All TN's	5	@	3.45	17.25
EQ IWM Per TN CLEC Request	4	@	4.45	17.80
Federal Subscriber Line & Access Recovery Charge	101	@	8.59	867.59

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Current Charges Summary — Service From Nov. 03, 2015

Monthly Charges	Qty		Rate	Amount
Federal Subscriber Line & Access Recovery Charge	33	@	6.50	214.50
Inside Wire Maintenance	5	@	3.45	17.25
Inside Wire Maintenance	4	@	4.45	17.80
Intrastate SLC Bus	33	@	6.00	198.00
Key Nonrotary	4	@	50.48	201.92
Key Nonrotary	1	@	56.17	56.17
Key System Trunk	3	@	44.80	134.40
Key System Trunk	10	@	50.48	504.80
Multi Line 1 Party Business	5	@	29.85	149.25
Multi Line 1 Party Business	50	@	33.64	1,682.00
Multi Line 1 Party Business	12	@	31.70	380.40
Multi Line 1 Party Business	8	@	37.43	299.44
Non-Published Non Listed Bus	7	@	6.00	42.00
Prorated EQ IWM Per TN CLEC Request From OCT 30 To NOV 02	1	@	0.59	0.59
Prorated Inside Wire Maintenance From OCT 30 To NOV 02	1	@	0.59	0.59
Prorated Remote Call Forwarding From OCT 06 To NOV 02	1	@	15.64	15.64
Remote Call Forwarding	4	@	16.76	67.04
Restrct-3rd#1 Collect	1	@	1.29	1.29
Subscriber Line Charge - Intrastate	101	@	8.90	898.90
Toll Restrict 0+/800 Allowed	1	@	4.31	4.31
Voicemail - Alternate Ids	5	@	3.00	15.00
Voicemail Basic-CLC	1	@	6.95	6.95
Voicemail Elite	1	@	9.95	9.95
Zone Charge 1	11	@	1.03	11.33
Zone Charge 2	24	@	2.37	56.88
Total Monthly Charges				**7,614.69**
One-time Charges				
Access Line-1st Line				21.54
Central Office Line Charge Bus				17.46
Charge Per RCF Line				51.70
Primary Order Charge - Bus				31.65
Trip Charge - Business				7.25
Total One-time Charges				**129.60**

Usage Charges	Calls	Mins	
Call Return Business	8		6.56
Directory Assistance - Local	5		6.10
Repeat Dial Business	1		0.82
Total Usage Charges	**14**		**13.48**

Total Current Charges **7,757.77**

Contact Numbers

1-800-578-8169 Provisioning and Billing Inquiries
1-800-578-8169 Option 1 Repair
1-800-335-5672 Disputes/Collections/Payments/Payment Arrangements

Or email us at:

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Contact Numbers

Billing Inquiries - dctr-billing@centurylink.com
Billing Disputes - wholesale.dispute@centurylink.com

Or visit us online at:
www.centurylink.com/wholesale/

Carrier Changes and Information

LINE NUMBER	LOCAL TOLL CARRIER	LONG DISTANCE CARRIER
	Changed From on SEP 28 By LOA	Changed From on SEP 28 By LOA

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

[redacted]

Department	Total Charges
No Department	7,217.57
0419	179.17
0740	57.29
0937	303.74
Grand Total	7,757.77

Account Name:
Account Number: ;

Bill Date: Nov. 03, 2015

Department Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
	32.40	84.44	0.00	0.00	0.00	116.84
	61.04	0.00	0.00	0.00	0.00	61.04
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	72.68	0.00	0.00	0.00	0.00	72.68
	46.14	0.00	0.00	0.00	0.00	46.14
	62.86	0.00	0.00	0.00	0.00	62.86
	54.92	0.00	0.00	0.00	0.00	54.92
	54.92	0.00	0.00	0.00	0.00	54.92
	54.92	0.00	0.00	0.00	0.00	54.92
	54.92	0.00	0.00	0.00	0.00	54.92
	62.86	0.00	0.00	0.00	0.00	62.86
	58.55	0.00	0.00	0.00	0.00	58.55
	54.92	0.00	0.00	0.00	0.00	54.92
	54.92	0.00	0.00	0.00	0.00	54.92
	45.23	0.00	0.00	0.00	0.00	45.23
	45.23	0.00	0.00	0.00	0.00	45.23
	45.23	0.00	0.00	0.00	0.00	45.23
	60.10	0.00	0.00	0.00	0.00	60.10
	51.13	0.00	0.00	0.00	0.00	51.13
	59.07	0.00	0.00	0.00	0.00	59.07
	60.10	0.00	0.00	0.00	0.00	60.10
	59.07	0.00	0.00	0.00	0.00	59.07
	59.07	0.00	0.00	0.00	0.00	59.07
	51.50	0.00	0.00	0.00	0.00	51.50
	48.50	0.00	0.00	0.00	0.00	48.50
	67.97	0.00	0.00	0.00	0.00	67.97
	67.97	0.00	0.00	0.00	0.00	67.97
	67.97	0.00	0.00	0.00	0.00	67.97
	59.07	0.00	0.00	0.00	0.00	59.07
	67.97	0.00	0.00	0.00	0.00	67.97
	48.50	0.00	0.00	0.00	0.00	48.50
	59.07	0.00	0.00	0.00	0.00	59.07
	59.07	0.00	0.00	0.00	0.00	59.07
	59.07	0.00	0.00	0.00	0.00	59.07
	59.07	0.00	0.00	0.00	0.00	59.07
	48.50	0.00	0.00	0.00	0.00	48.50
	48.50	0.00	0.00	0.00	0.00	48.50
	48.50	0.00	0.00	0.00	0.00	48.50
	48.50	0.00	0.00	0.00	0.00	48.50
	51.13	0.00	0.00	0.00	0.00	51.13

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Department Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
	55.85	0.00	2.44	0.00	0.00	58.29
	51.13	0.00	0.00	0.00	0.00	51.13
	60.16	0.00	0.00	0.00	0.00	60.16
	55.85	0.00	0.00	0.00	0.00	55.85
	51.13	0.00	0.00	0.00	0.00	51.13
	56.73	0.00	0.00	0.00	0.00	56.73
	52.14	0.00	0.00	0.00	0.00	52.14
	54.92	0.00	0.00	0.00	0.00	54.92
!	73.66	0.00	0.00	0.00	0.00	73.66
	49.93	0.00	0.00	0.00	0.00	49.93
	33.52	0.00	0.00	0.00	0.00	33.52
	16.76	0.00	0.00	0.00	0.00	16.76
	44.20	0.00	0.00	0.00	0.00	44.20
	44.20	0.00	0.00	0.00	0.00	44.20
	44.20	0.00	0.00	0.00	0.00	44.20
	55.93	0.00	0.00	0.00	0.00	55.93
	49.93	0.00	0.00	0.00	0.00	49.93
	65.86	0.00	0.00	0.00	0.00	65.86
	65.86	0.00	0.00	0.00	0.00	65.86
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
!	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	49.19	0.00	0.00	0.00	0.00	49.19
	51.56	0.00	0.00	0.00	0.00	51.56
	51.56	0.00	0.00	0.00	0.00	51.56
	42.35	0.00	0.00	0.00	0.00	42.35
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	51.13	0.00	0.00	0.00	0.00	51.13
	46.14	0.00	0.00	0.00	0.00	46.14
	52.14	0.00	0.00	0.00	0.00	52.14
	47.34	0.00	0.00	0.00	0.00	47.34
!	47.34	0.00	0.00	0.00	0.00	47.34
!	42.35	0.00	0.00	0.00	0.00	42.35
!	47.34	0.00	0.00	0.00	0.00	47.34

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Department Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
	47.34	0.00	0.00	0.00	0.00	47.34
Charges	7,076.95	129.60	11.02	0.00	0.00	7,217.57
Taxes, Fees, and Surcharges						0.00
Sub-Total for Dept: No Department						7,217.57
Total For Dept: No Department						7,217.57
Total for Sub Dept: 221						179.17
Total For Dept: 0418						179.17
Total for Sub Dept: 888						57.29
Total For Dept: 0740						57.29
Total for Sub Dept: 686						303.74
Total For Dept: 0837						303.74

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Remote Call Forwarding		16.76	
PON:	Order #:		
Prorated Remote Call Forwarding From OCT 06 To NOV 02		15.64	
Total Optional Features/Services		32.40	
Total Monthly Charges			32.40

One-time Charges

PON:	Order #:		
** Charge Per RCF Line OCT 05		25.85	
** Central Office Line Charge Bus OCT 05		5.82	
** Primary Order Charge - Bus OCT 05		10.55	
PON:	Order #:		
** Charge Per RCF Line OCT 05		25.85	
** Primary Order Charge - Bus OCT 05		10.55	
** Central Office Line Charge Bus OCT 05		5.82	
Total One-time Charges			84.44

Charge Detail For	116.84

Product-ID:

Monthly Charges

1 Pty Business	33.64	
Federal Subscriber Line & Access Recovery Charge	6.50	
Intrastate SLC Bus	6.00	
Total Local Exchange Services		46.14
** EQ IWM Per TN CLEC Request	4.45	
** Inside Wire Maintenance	4.45	
Non-Published Non Listed Bus	6.00	

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Total Optional Features/Services		14.90	
Total Monthly Charges			61.04

Charge Detail For 61.04

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
Total Monthly Charges			51.13

Charge Detail For 51.13

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
Total Monthly Charges			51.13

Charge Detail For 51.13

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
Total Monthly Charges			51.13

Charge Detail For 51.13

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
Total Monthly Charges			51.13

Charge Detail For 51.13

App. A - Ensemble Redacted Resale Bill

Aoooount Name:
Aoooount Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
3 Way Calling Business	4.31		
Call Forwarding Business	4.31		
Call Return Business	4.31		
Caller ID Number/Name	8.62		
Total Optional Features/Services		21.55	
Total Monthly Charges			72.68

Charge Detail For : 72.68

Product-ID:

Monthly Charges

1 Pty Business	33.64		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		46.14	
Total Monthly Charges			46.14

Charge Detail For 46.14

Product-ID:

Monthly Charges

1 Pty Business	37.43		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		49.93	
Call Forwarding Business	4.31		
Caller ID Number Only BUS	8.62		
Total Optional Features/Services		12.93	
Total Monthly Charges			62.86

Charge Detail For 62.86

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For : 54.92

Account Name:
Account Number:

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	8.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For 54.92

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	8.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For 54.92

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	8.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For 54.92

Product-ID:

Monthly Charges

1 Pty Business	37.43		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		49.93	
Call Forwarding Business	4.31		
Caller ID Number Only BUS	8.62		
Total Optional Features/Services		12.93	
Total Monthly Charges			62.86

Charge Detail For 62.86

Product-ID:

Monthly Charges

1 Pty Business	37.43
Federal Subscriber Line & Access Recovery Charge	6.50

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Intrastate SLC Bus	6.00		
Total Local Exchange Services		49.93	
Caller ID Number Only BUS	8.62		
Total Optional Features/Services		8.62	
Total Monthly Charges			58.55

Charge Detail For 58.55

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For 54.92

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	37.43		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		54.92	
Total Monthly Charges			54.92

Charge Detail For 54.92

Product-ID:

Monthly Charges

Zone Charge 1	1.03		
1 Pty Business	31.70		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		45.23	
Total Monthly Charges			45.23

Charge Detail For 45.23

Product-ID:

Monthly Charges

Zone Charge 1	1.03
1 Pty Business	31.70
Federal Subscriber Line & Access Recovery Charge	6.50
Intrastate SLC Bus	6.00

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Total Local Exchange Services		45.23	
Total Monthly Charges			45.23

Charge Detail For 45.23

Product-ID:

Monthly Charges

Zone Charge 1	1.03		
1 Pty Business	31.70		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		45.23	
Total Monthly Charges			45.23

Charge Detail For 45.23

Product-ID:

Monthly Charges

1 Pty Business	33.64		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Zone Charge 1	1.03		
Total Local Exchange Services		47.17	
Call Forwarding Business	4.31		
Caller ID Number Only BUS	8.62		
Total Optional Features/Services		12.93	
Total Monthly Charges			60.10

Charge Detail For 60.10

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	6.59		
Multi Line 1 Party Business	33.64		
Subscriber Line Charge - Intrastate	6.90		
Total Local Exchange Services		51.13	
Total Monthly Charges			51.13

Charge Detail For 51.13

Product-ID:

Monthly Charges

1 Pty Business	33.64
Federal Subscriber Line & Access Recovery Charge	6.50
Intrastate SLC Bus	6.00

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Total Optional Features/Services		12.93	
Total Monthly Charges			59.07

Charge Detail For 59.07

Product-ID:

Monthly Charges

Centrex Access Line	31.01		
Federal Subscriber Line & Access Recovery Charge	5.59		
Subscriber Line Charge - Intrastate	5.90		
Total Local Exchange Services		48.50	
Additional Listing-Bus	3.00		
Total Optional Features/Services		3.00	
Total Monthly Charges			51.50

Charge Detail For 51.50

Product-ID:

Monthly Charges

Centrex Access Line	31.01		
Federal Subscriber Line & Access Recovery Charge	5.59		
Subscriber Line Charge - Intrastate	5.90		
Total Local Exchange Services		48.50	
Total Monthly Charges			48.50

Charge Detail For : 48.50

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	5.59		
Key System Trunk	50.48		
Subscriber Line Charge - Intrastate	5.90		
Total Local Exchange Services		67.97	
Total Monthly Charges			67.97

Charge Detail For : 67.97

Product-ID: :

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	5.59
Key System Trunk	50.48
Subscriber Line Charge - Intrastate	5.90

App. A - Ensemble Redacted Resale Bill

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

1 Pty Business	33.64		
Federal Subscriber Line & Access Recovery Charge	6.50		
Intrastate SLC Bus	6.00		
Total Local Exchange Services		46.14	
Call Forwarding Business	4.31		
Caller ID Number Only BUS	8.62		
Total Optional Features/Services		12.93	
Total Monthly Charges			59.07

Charge Detail For 59.07

Product-ID:

Monthly Charges

Centrex Access Line	31.01		
Federal Subscriber Line & Access Recovery Charge	8.59		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		48.50	
Total Monthly Charges			48.50

Charge Detail For 48.50

Product-ID:

Monthly Charges

Centrex Access Line	31.01		
Federal Subscriber Line & Access Recovery Charge	8.59		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		48.50	
Total Monthly Charges			48.50

Charge Detail For 48.50

Product-ID:

Monthly Charges

Centrex Access Line	31.01		
Federal Subscriber Line & Access Recovery Charge	8.59		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		48.50	
Total Monthly Charges			48.50

Charge Detail For 48.50

Product-ID:

Monthly Charges

Centrex Access Line	31.01
Federal Subscriber Line & Access Recovery Charge	8.59

Account Name:
Account Number:)

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Total Local Exchange Services	47.34	
Total Monthly Charges		47.34

Charge Detail For	47.34

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	8.59		
Multi Line 1 Party Business	29.85		
Subscriber Line Charge - Intrastate	8.90		
Total Local Exchange Services		47.34	
Total Monthly Charges			47.34

Charge Detail For	47.34
Total Charge Detail	7,217.57
Tax, Fees and Surcharges	0.00
Total Current Charges	7,217.57

** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.

Local Usage Detail

Local Call Detail

Item	Date	Time	Called From		Called To		Number	Call Plan	Call Type	Min	Charge
1	OCT14	12:55 pm			REPEATDIAL				Direct Call		0.82
	Total for										0.82
2	OCT06	02:46 pm	LEXINGTON	OH	DIR ASST	OH			Dir Assist		1.22
	Total for										1.22
3	OCT20	03:55 pm			CALLRETURN				Direct Call		0.82
4	OCT27	10:27 am			CALLRETURN				Direct Call		0.82
5	OCT29	10:08 am			CALLRETURN				Direct Call		0.82
6	OCT30	09:13 am			CALLRETURN				Direct Call		0.82
	Total for										3.28
7	OCT13	11:04 am	JEFFERSON	OH	DIR ASST	OH			Dir Assist		1.22
8	OCT20	04:14 p			CALLRETURN				Direct Call		0.82
	Total for										2.04
9	OCT13	11:08 a	FERSON	OH	DIR ASST	OH			Dir Assist		1.22
	Total for										1.22

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Local Usage Detail

Local Call Detail

Item	Date	Time	Called From		Called To	Number	Call Plan	Call Type	Min	Charge
10	OCT06	10:18 am	JEFFERSON	OH	DIR ASST			Dir Assist		1.22
11	OCT06	10:20 am	JEFFERSON	OH	Call Comp			Oper Handled		0.00
12	OCT16	12:22 pm	JEFFERSON	OH	DIR ASST			Dir Assist		1.22
	Total for									2.44
			Total Of Itemized Calls							11.02

Department:

Sub-Department Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
Total for Section:						72.86
Total for Section:						55.38
Total for Section:						51.13
Total For Sub Dept:						178.17

Department : 0419 **Sub Department :**

Section Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
	71.01	0.00	1.64	0.00	0.00	72.65
Charges	71.01	0.00	1.84	0.00	0.00	72.86
Taxes, Fees, and Surcharges						0.00
Total For Section:						72.86

Department :

Sub Department : **Section :**

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

Federal Subscriber Line & Access Recovery Charge	8.59	
Multi Line 1 Party Business	33.64	
Subscriber Line Charge - Intrastate	8.90	
Total Local Exchange Services		51.13
Call Forward No Ans Bus	1.72	
Call Forwarding Business	4.31	

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Department :

Sub Department : **Section :**

Charge Detail

Local Service from NOV 03 to DEC 02

Product-ID:

Monthly Charges

**	EQ IWM CLEC Select All TN's	3.45		
**	Inside Wire Maintenance	3.45		
**	Voicemail Basic-CLC	6.95		
	Total Optional Features/Services		19.88	
	Total Monthly Charges			71.01
Usage Charges				
	Call Return Business	1.64		
	Total Usage Charges			1.64

Charge Detail For	72.65
Total Charge Detail For	72.65
Tax, Fees and Surcharges For	0.00
Total Current Charges For	72.65

** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.

Local Usage Detail

Local Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	Min	Charge
1	OCT19	01:37 pm		CALLRETURN			Direct Call		0.82
2	OCT29	03:18 pm		CALLRETURN			Direct Call		0.82
	Total for								1.64
			Total Of Itemized Calls						1.64

Account Name:
Account Number:

Bill Date: Nov. 03, 2015

Account Summary

Number	Monthly Charges	One Time Charges	Usage Charges	Discounts	Adjustments	Total Charges
Department:						
	77.24	0.00	0.00	0.00	0.00	77.24
Charges	303.74	0.00	0.00	0.00	0.00	303.74
Taxes, Fees, and Surcharges						0.00
Total For Sub Dept:						303.74
Charges	303.74	0.00	0.00	0.00	0.00	303.74
Taxes, Fees, and Surcharges						0.00
Total For Dept:						303.74
Charges	7,076.85	128.80	11.02	0.00	0.00	7,217.67
Taxes, Fees, and Surcharges						0.00
Totals (No Department)						7,217.67
Total	7,814.69	128.80	13.48	0.00	0.00	7,767.77
Taxes, Fees, and Surcharges						0.00
Grand Total						7,767.77