

Comcast Notice of Toll-Free 711 Dialing

For access to all Telecommunications Relay Services for the deaf and hearing-impaired



The FCC requires that all voice service providers nationwide provide toll-free, three-digit 711 dialing for access to all Telecommunications Relay Services (TRS). TRS facilitates telephone conversations between people with hearing or speech disabilities and people with or without such disabilities.

TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional voice call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party.

Dialing 711 to reach TRS makes relay access convenient, fast, and uncomplicated. TRS is available 24 hours a day, seven days a week and all calls are confidential. **For more information about the various types of TRS, see the FCC's consumer fact sheet at <http://www.fcc.gov/cgb/consumerfacts/trs.html>, or visit the Web site of the Disability Rights Office (DRO) at <http://www.fcc.gov/cgb/dro/>.**



- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per-call provider to assure full resolution of your matter.

Response From the Billing Company

In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended.

Compliance

Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed

Additional Customer Rights

- You have a right not to be billed for pay-per-call services that do not comply with federal laws and regulations.
- Your local telephone service cannot be disconnected if you do not pay for pay-per-call services.
- You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.

Telecommunications Relay Service

Dial 7-1-1 or Special Toll Free Numbers

Relay is a free communications service that connects individuals who are deaf, hard of hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed here, or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

Types of TRS Calls

Computer (ASCII): users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex. **Hearing-Carry-Over:** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

Internet Relay: Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.

Speech-to-Speech: STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

Text Telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

Video Relay Service (VRS): Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. (Requires a special telephone with text display.)

Voice/Standard Telephone: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

Voice Over Internet Protocol (VOIP): VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory. For more information about TRS, please go to the following URL: <http://www.centurylink.com/Pages/AboutUs/Community/Disabled>

Captioned Telephone Service (CapTel™)

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 1 877-243-2823.

TTY Users and Emergency Assistance ("9-1-1")

TTY callers should dial 9-1-1 directly. All 9-1-1 centers should handle TTY calls. Using Relay for 9-1-1 may result in a delay of your urgent message through.

Monitoring and Recording of Calls with CenturyLink Offices and Other CenturyLink Representatives

Please remember, when you call CenturyLink for sales or repair issues, CenturyLink may monitor or record the call for quality assurance or training purposes. Additionally, CenturyLink customer service representative or repair calls you, those calls too may be monitored or recorded for quality assurance or training purposes. Please inform all members of your household who may be in contact with CenturyLink of this information.

High Cost Fund (Applicable to Colorado Customers)

You may have noticed a charge on your telephone bill for Colorado Universal Service Fund. This charge is required by Colorado Public Utilities Commission (PUC) to pay for the Universal Service Fund established by state law.

What is the Colorado Universal Service Fund?

It is a fund to ensure that basic telephone service is affordable in Colorado. Money from the fund is used to support basic telephone service in areas where costs to provide service are high. Local phone rates to remain reasonably comparable across the state. Payments are made to telephone companies that serve high costs and meet other PUC requirements for the fund.

What services is this charge applied to and who pays?

This charge is assessed as a percentage of your in-state telecommunications services for local, wireless, paging, distance and optional services. The charge is not applied to long distance services. All telecommunications customers in Colorado pay a monthly charge.

What is the monthly charge?

The monthly charge is currently set at 2.9 percent, which is effective July 1, 2011. The PUC may adjust the charge or the rate depending on how much money is needed for the fund to ensure that customers do not pay more than is necessary.

Who do I call if I have questions about this charge?

For more information, contact your telecommunications provider.

Slamming:

Have you ever been slammed? Would you know if you were? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a "PC FREEZE" (Preferred Carrier Freeze) which will prohibit future changes to your carrier selection until you receive notice from you. If you receive a call from a telemarketer

to change your long distance service and you are happy with your current service, just say that you are not interested and hang up. Don't verify your name, your spouse's name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings. If you are slammed, notify your local company to reconnect you to your preferred long distance company at no charge. If the rates charged are higher than your normal rates, you may be entitled to a refund.

Telephone Assistance:

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account. Eligibility requirements are different by State. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. Lifeline benefits are limited to one benefit per household, even if the household has more than one telephone account or is receiving services from more than one telephone company, for example, CenturyLink and a wireless phone company. A household is defined for the purposes of the Lifeline program as any individual or group of individuals who live together at the same address and share income and expenses. If you have questions or believe you may qualify for these benefits, please call your CenturyLink Residential Customer Service Representative.

We value you as a customer and look forward to continuing to serve your communication needs. If you have any questions, please contact customer service at the number listed on your bill.



IMPORTANT NEWS FROM CENTURYLINK ABOUT YOUR BILL

Federal Universal Service Fund Changes

The Federal Universal Service Fund (USF) rate is reviewed quarterly by the Federal Communications Commission and you may see changes on your bills in January. April and October should changes occur. CenturyLink will apply on all applicable CenturyLink charges, such as those for line, private line interstate, long-distance interstate and charges. The Federal USF rate and charge are clearly listed on your bill. The effective rate for Centrex and multi-line customers varies by state and can be found on your bill at www.CenturyLink.com/FCCRates/.

Federal Access Charge Changes

The annual adjustments of a federally approved telephone line charge took effect July 1, 2012. These adjustments are subject to final approval by the Federal Communications Commission (FCC). The Federal Access Charge covers part of the cost of providing access to and maintenance of your local network. The Federal Access Charge changed in some states for multi-line and single-line business lines, ISDN-BRI and multi-line lines, including ISDN-PRI and Centrex lines. **The effective rate can be found on your bill or online at www.CenturyLink.com/FCCRates/.**

Your Rights Regarding Pay-Per-Call Information Delivery Services

CenturyLink wants to be sure you are informed of you related to pay-per-call information-delivery services. These services you generally access through dialing prefixes or "700" and that charge by the call or by the minute. These services can include recorded telephone messages, interactive programs or other information services. CenturyLink provides interstate pay-per-call services. But we do bill our local service region on behalf of many third-party carriers, including interexchange long-distance carriers and bill to a number of these companies, in turn, bill on behalf of call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any various companies' bill pages within your CenturyLink bill, providing this notice in order to explain those rights as in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

To Report a Billing Error

If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page. A pay-per-call charge appears no later than 60 days after bill containing the charges; or 60 days after the goods were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared
- The amount of the disputed charges

Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Virginia Local Telephone Companies Telecommunications "Bill of Rights"*

You have a right to:

- Affordable and quality local telecommunications services
- Seamless levels of service when migrating between local telecommunications service providers
- Select and keep the telecommunications service provider of your choice
- Keep your telephone number when changing local telecommunications service providers (while at the same location)
- Maintain local telephone service when there is a valid billing dispute under investigation or when payments are current for basic local telecommunications services
- Identity protection to preclude the unauthorized use of records and personal information
- Safety and security of persons and property not to be intentionally jeopardized by telecommunications service providers
- Honest and accurate sales and service information
- Timely, accurate, and understandable billing
- Participate in the formation of Virginia telecommunications policies
- Dispute resolution up to and including a full hearing before the Virginia State Corporation Commission

*This "Bill of Rights" is a summary overview of your rights under various state and federal laws and regulations and does not independently create or vest enforceable substantive rights. Enforcement of your rights will depend upon the application of specific legal authorities to the circumstances of your particular dispute with the telephone company. If you believe that your legal rights have been violated and you cannot adequately resolve your dispute with your phone company, you may contact the SCC at 1-800-552-7945 or, if in the Richmond local calling area, 804-371-9420.

Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be requested. When you apply for residential telephone service, you will be provided with information about:

- the lowest priced service alternatives available at your location
- any special telephone rates that may be available to qualified low income customers through the Link-up America and Virginia Universal Service Plan, where available.

Services for Individuals With Disabilities:

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

Operator Services Exemptions

If a disability prevents you from dialing local or regional telephone calls yourself, you are exempt from the added costs of having an operator dial calls for you. Contact our Business Office for more information on Verizon exemptions from the usual charges for operator-assisted calls.

Directory Assistance Charges Exemptions

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a telephone number, you may be eligible for exemptions from local Directory Assistance charges. Contact our Business Office for more information on Verizon exemptions from the usual charges for local Directory Assistance.



**Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

Services for Individuals With a Hearing and Speech Disability:

Virginia Relay Center

Virginia Relay Center (VRC) is available to all Virginia residents. VRC enables specially trained Communications Assistants to act as confidential "bridges" between hearing users of standard telephones and text telephone (TTY/TDD) users with hearing or speech impairments. The Virginia Relay Center operates 24 hours a day and can be reached by dialing 711 or the following nationwide toll-free numbers:

TTY/TDD/PC/Voice711
 TTY/TDD/PC**1-800-828-1120
 Voice1-800-828-1140

All billable charges for calls placed with the assistance of the VRC center will apply as if you directly dialed the call. However, the call to the VRC center is toll-free.

The types of calls included are: local or long-distance calls, collect calls, third party calls and person-to-person calls. Calls made through the relay service are strictly confidential. Communications Assistants at the Virginia Relay Service are specially trained to relay your conversation. As required by law, they cannot disclose any information from your conversation, and no records of the contents of conversations are kept.

Verizon Center for Customers With Disabilities

Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.

Voice & TTY1-800-974-6006

Verizon Repair

Residence and Business

(Text Telephones for Hearing or Speech Impaired)
 calls answered 24 hours

a day toll-free1-888-663-0363

Operator Assistance for TTY/TDD Customers

Operator Assistance is available for placing the following TTY/TDD calls:

- Local
- Third Number
- Long-Distance
- Directory Assistance
- Collect

You can reach TTY/TDD Operator services any time toll-free at:**1-800-855-1155

Unresolved Complaints

Do you Have a Billing Question or a Service Inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

Verizon Customers May Call the Numbers Listed on Page 1 of This Guide.

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists the other local telephone companies to find the correct number.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, St. Petersburg, FL 33733 Attn: Valerie DeCastro, Manager fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

What do I do if I am Not Fully Satisfied With the Solution Proposed by My Telephone Service Provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

If you are not satisfied after speaking with a supervisor, Verizon customers may contact:

Verizon Customer Advocacy
1-800-483-7988 (toll-free)
 Monday - Friday, 9:00 a.m. - 4:30 p.m.

You may also reach Verizon Customer Advocacy via Verizon's web site at <http://www.verizon.com/contactus/> - Please select the "Comment on a recent service experience" button and submit your inquiry.

Or you may write to:

Verizon Customer Advocacy
P. O. Box 9488
Richmond, VA 23228

You may also refer any billing disputes to the Virginia State Corporation Commission Division of Communications at 1-800-552-7945 (toll-free) or 804-371-9675.

We want to solve your Verizon service problems and will thoroughly investigate your complaint. A detailed complaint procedure, as well as tariffs, may be reviewed by calling your local Business Office.

While questions are being investigated, disputed amounts will not be included in any payment or deposit requests. However, the part of your bill which is not in question should be paid by the due date. For information about payment locations, contact your service provider.