

EXHIBIT 3

Omaha City Attorney Memorandum



City of Omaha
Jim Suttle, Mayor

RECEIVED

12 NOV -1 PM 2:00

CITY CLERK
OMAHA, NEBRASKA

Law Department

Omaha/Douglas Civic Center
1819 Farnam Street, Suite 804
Omaha, Nebraska 68183-0804
(402) 444-5115
Telefax (402) 444-5125

Paul D. Kratz
City Attorney

Honorable President

and Members of the City Council,

The attached Ordinance is submitted by the Law Department. The Ordinance approves a franchise agreement that renews the cable television franchise held by Qwest Broadband Services, Inc., dba "CenturyLink". In 2008, the franchisee exercised its rights granted by federal law and requested renewal of its franchise. Negotiations on that renewal were delayed until you made a decision on renewing the City's other cable television franchise. In the interim, a change of control of the Qwest parent company occurred, with your approval, and the cable television system began doing business under the name "CenturyLink."

Negotiations with CenturyLink were again led by Mr. Brian Grogan, your retained consultant, following the federally-directed process. A report assessing the community's cable-related needs and interests was adopted in 2010 and the CenturyLink negotiations were aimed at meeting those identified needs and interests. Negotiations with CenturyLink remained in the informal process and it was not necessary to seek a formal renewal proposal from CenturyLink. This agreement is the product of those negotiations and is the first comprehensive revision of this cable television franchise agreement since the franchise was awarded in 1996.

The CenturyLink franchise is different from the City's other cable franchise because the existing CenturyLink franchise does not authorize service throughout the City. This renewed franchise eliminates that geographic restriction and allows CenturyLink to market throughout Omaha. The contract, however, does not require immediate city-wide service but has benchmarks that, if met, extend service into additional areas.

The renewal franchise agreement provides, in part:

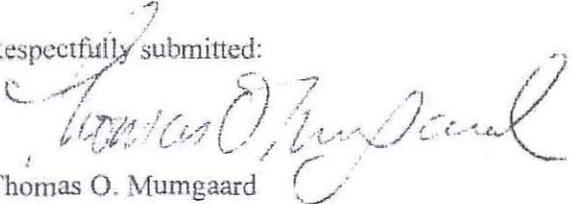
- The franchise is extended for 10 years until December, 2022.
- The franchise fee continues to be 5% of gross revenue, the maximum allowed by federal law.
- The franchise continues to be non-exclusive and changes into a city-wide franchise.
- The traditional fiber & coaxial cable system is being reformatted to a product called PRISM, which CenturyLink describes as a "100 percent digital TV service offering local, premium and high-definition channels . . . Prism is built on an interactive platform, where updates are made automatically to offer customers a better combination of TV entertainment features compared to cable and satellite." It's a menu-driven system delivered primarily through

Honorable President
and Members of the City Council
Page 2

fiber-optics. Some construction of new lines will be required in the current franchise area and areas into which the system is expanded.

- The contract sets benchmarks for limited mandatory build-out into other areas. Expansion is driven, in part, by market success. Within the first 3 years (2013, 2014, 2015) CenturyLink must offer cable services to 25% of the living units (homes and/or apartments) in the City. That will require it to almost double its current coverage. Thereafter, additional build-out must occur only if 27.5% of the potential subscribers actually purchase CenturyLink service. If so, the company must continue to build-out to an additional 15% of the living units in the City within the next 2 years. Mandatory build-out continues on this 2-year schedule, using the 27.5% benchmark, until the company has a cable system throughout the City.
- CenturyLink will offer the Public, Educational, and Governmental (PEG) programming distributed by the Omaha Cable Television Access Corporation. A PEG support fee of 20 cents per subscriber (currently approximately \$10,800 annually) will be paid. The PEG fee will not be itemized on subscriber bills. Interconnect fee payments, inherited from Qwest, will stop and the Council will no longer award grants to PEG producers.
- Federal law prevents the City from regulating cable rates and rates have not been a subject of these negotiations.

Respectfully submitted:



Thomas O. Mumgaard
Deputy City Attorney

EXHIBIT 4
CTAC Report



1801 California Street, 10th Floor
Denver, CO 80202
303-992-5822 (phone)
303-383-8453 (fax)

Cathy Hansen
Administrative Assistant
Public Policy

July 3, 2013

To: Rod Austin and the
City of Omaha Cable Television Access Corporation
Omaha/Douglas Civic Center
1819 Farnam Street
Omaha, NE 68102

FAX: 402-444-5263 Attn: Tammy Biodrowski

Re: Monthly Report to the CTAC

Subscriber Count	04/30/2013	05/31/2013	MTD Change	05/31//2012	YTY Change
City of Omaha	5147	5136	-11	5148	-12

II Changes in Subscriber Programming/Charges:

No changes in programming charges.

III Changes in Programming:

No programming changes.

IV Technical Update:

No technical changes.

V Marketing

There are no current promotions.

VI Customer Service Results – May 2013

Total Telephone Calls: - 5,064

* Installation Appointments Met – 100%

* Repair Appointments Met – 91.91%

VII Community/Public Access Programming

-100% of normal interconnected programming shown

EXHIBIT 5

CenturyLink Upgrade Notices

ACTION REQUIRED:

Access to Your Location Is Needed!

High-Speed-Internet and TV Services UPGRADE Coming Soon to Your Neighborhood!



CenturyLink®

High-Speed Internet and TV Services UPGRADE Coming Soon to Your Neighborhood!!

ACTION REQUIRED: Access to Your Location Is Needed!

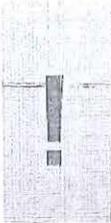
To our CenturyLink Customers and Omaha Neighbors: Network upgrades are scheduled to take place in your neighborhood.

Please be aware that trained Service Representatives will be in your neighborhood **in the next 30 days** to locate existing cables in the ground and replace them with a new, high-capacity fiber.

CenturyLink continues to upgrade its network to provide **you with state-of-the-art High Speed Internet (HSI) services with the fastest download speeds in Omaha (speeds up to 1 Gbps)**. This upgrade will also allow us to deliver **PRISM™ TV service** to our residential customers, directly to your neighborhood!

- **CenturyLink Customers:** Locate Service Representatives and CenturyLink Representatives will need access to the facilities in your yard.
- **Omaha Neighbors:** Locate Service Representatives and CenturyLink Representatives *may* need access to your location in order to access our customers' facilities.

Please watch carefully for a letter from CenturyLink with more details about the initial phase of this project, which includes identifying, marking and, where necessary, placing equipment to prepare the upgraded network for your area.



ACTION NEEDED: If you have circumstances which might prevent the technician from gaining access to the CenturyLink facilities at your location, such as a gate / fence or a dog, please contact us at **(402) 691-1600** between the hours of 8am and 9pm (CT) Monday through Friday or 9am and 4pm (CT) on Saturday. One of our customer service representatives will help make special arrangements with you.

Also, **if you have an invisible dog fence, sprinklers or other property buried less than 6 inches deep**, please be sure to mark or identify your property accordingly where any of these items might exist so the representatives will be aware and try to avoid that area.

You may also visit us online at www.centurylink.com/omahafiber for more information about the network upgrade.

100 CenturyLink Drive
Monroe, LA 71203
centurylink.com

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
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CMS

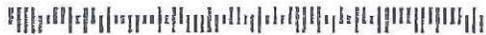


368624N-13-137

L Cir
Omaha, NE 68135-1467



ACTION REQUIRED:
Your CenturyLink Service is Being Upgraded
Access to Your Location is Necessary!



L Cir
Omaha, NE 68135-1467

Dear

We are happy to inform you that CenturyLink continues to upgrade its network to provide state-of-the-art High-Speed Internet (HSI) enabling the fastest download speeds in Omaha (speeds up to 1 Gbps), as well as PRISM™ TV service for our residential customers, directly to your neighborhood! We look forward to bringing these new services to you very soon; however, we need to begin preparing your neighborhood in the upcoming weeks for these new services.

The fiber upgrade will involve a two-part process: 1) **locating and marking**, and 2) **placing fiber equipment, if necessary**. We will also be adding a new Network Interface, which is a small box that will be mounted on the outside of your home or building establishing connectivity to CenturyLink's network; however, no in-home or in-building access will be needed at this time.

To complete the upgrade, a trained Service Representative will need to access the CenturyLink facilities at your location. The Representative will identify the existing cable in the ground and mark it accordingly. Within a few days, a CenturyLink representative will return to cut a narrow (<1" wide by 6" deep) trench, using equipment about the size of a lawnmower, to bury a new, high-capacity fiber and then immediately cover the trench. **Please note:** CenturyLink will absorb all costs related to the work described in this paragraph.

- Representatives are scheduled to be in your neighborhood **in the next 30 days**.
- During the first visit, the Locate Service Representative will locate the existing cable in the ground and mark the ground accordingly for the new, high-capacity fiber upgrade.
- At this time, a new Network Interface box will be mounted on the outside of your home or building to accommodate the upgraded services.

We do not expect you to experience any interruption of service during the locate and bury phase of this network upgrade. In the unlikely event that you do experience service interruption, please call us at (402) 691-1999.

ACTION NEEDED: If you have circumstances which might prevent the technician from gaining access to the CenturyLink facilities in your backyard, such as a gate / fence or a dog, please contact us at **(402) 691-1600** between the hours of 8am and 9pm (CT) Monday through Friday or 9am and 4pm (CT) on Saturday. One of our customer service representatives will help make special arrangements with you.

Also, if you have an invisible dog fence, sprinklers or other property buried less than 6 inches deep, please be sure to mark or identify your property accordingly where any of these items might exist so the representatives will be aware and try to avoid that area.

You may also visit us online at www.centurylink.com/omahafiber for more information about the network upgrade.

This is just the beginning of a very exciting opportunity for our customers to access our High Speed Internet and PRISM™ TV services for our residential customers. Prism TV is next generation TV with innovative features such as Whole Home DVR, App Center, Find-it-Fast Navigation®, and so much more! Be sure to visit SeePrismtv.com to learn more about this exciting service that will be available to our residential customers in the upcoming weeks!

We value your business and thank you for being a CenturyLink customer.



CenturyLink®

P.O. Box 4259
Monroe, LA 71211-4259

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**WE ARE UPGRADING OUR NETWORK
IN YOUR NEIGHBORHOOD**

**ACCESS TO YOUR
BACKYARD MAY
BE NEEDED!**

EXHIBIT 6

CenturyLink Customer Order Confirmations

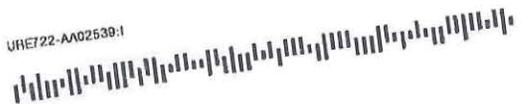


CenturyLink®

P.O. Box 2618
Omaha, NE 68103-2618

Order Confirmation

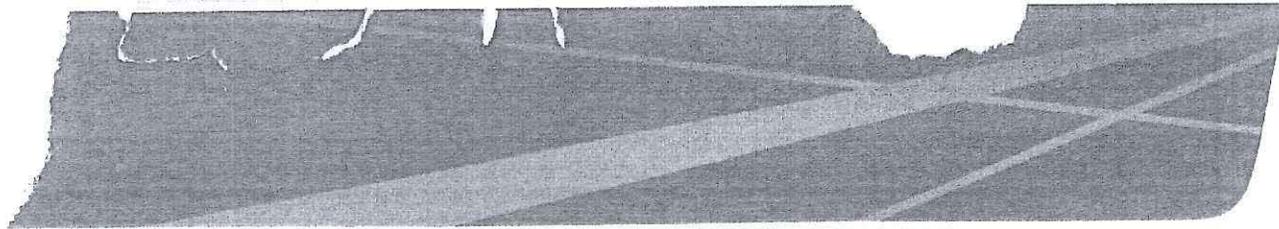
UHET22-AA02539-1



S 31ST ST
BELLEVUE NE 68123-2109

PRESORTED
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U S POSTAGE
PAID
CENTURYLINK

Thank you for choosing CenturyLink.



centurylink.com

We're always here to help — from the very first day.

Find your customer service number on the welcome materials inside.

Your Order Confirmation

July 22, 2013

URE722-AA02539:1



S 31ST ST
BELLEVUE NE 68123-2109

Order Details

Please check the services listed here and make sure they are correct. If you need to make changes, or have any questions about your order, please call 1 877-628-3617 and refer to:

Your order date: 07-19-2013

Your order number: N 49729163

Your 3-digit account code:

Order Confirmation

You have ordered these services for:
402-291-3759

CenturyLink® Prism™

Internet Bundle

Pure Broadband®
connection speed up to
12Mbps/896Kbps with 12-month
term commitment and up to
a \$200 early termination
fee prorated monthly

Non-Published Number
Standard Technician Install

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

(over)

Hi

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

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

- For questions about your order, services or bill, call Customer Service 1 877-628-3617, weekdays from 8:00 a.m. to 6:00 p.m..
- For technical support or repair, call 1 866-314-4148, 24 hours a day, 7 days a week.

Use "MyAccount" to securely access your account information 24/7, go green with paperless billing, find out what's new and more. Sign up at qwest.centurylink.com/myaccount.

Learn more about your Prism service on channel 411 or learn about other CenturyLink services online at qwest.centurylink.com/residential/userguides.

Please keep this order confirmation for your records.

Let us help you understand your bill.

You may see additional charges and fees for a partial month based on the date you placed your order. If you have questions, please give us a call at 1 877-628-3617 or visit qwest.centurylink.com/billhelp



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

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

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

Pure Broadband®: Installation and ISP charges are extra. Service may not be available in all areas. Requires compatible broadband modem, available from CenturyLink. Modems not supplied by CenturyLink may not be supported. Connection speeds are based on sync rates. Download speeds will be up to 15% lower due to network requirements and may vary for reasons such as customer location, websites accessed, Internet congestion and customer equipment. Other restrictions and fees may apply. Rates subject to change.

Your CenturyLink Prism Service is offered under the CENTURYLINK® PRISM™ TV SERVICES RESIDENTIAL CUSTOMER AGREEMENT presented to you at installation.

High-Speed Internet Discounts: You are required to maintain your High-Speed Internet service and any CenturyLink-provided Internet access for the term commit period listed on this letter. If you do not, you will be required to pay the prorated early termination fee listed. Monthly discounts begin after the first full month of billing. Term discount does not apply to any other services. After you have received the promotional discounts for 12 months, you will be billed the regular Internet rate for the service which is higher.

Your Internet bundle savings require either DIRECTV service and/or Verizon Wireless service.

Call Trace is available to you on a pay per use basis. Refer to the phone services pages of your local white pages directory for instructions. Your pay per use fee in Nebraska is \$1.00.

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

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

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

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

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

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You made a great choice! Welcome to CenturyLink® Prism™

Thank you for choosing CenturyLink Prism. With a combination of interactive features that outshine cable and satellite, you are now ready to enjoy the best in TV entertainment.

Channel 411 Highlights and Help On Demand

Tune in to channel 411 for Help On Demand tutorials, covering many topics including overviews on Whole Home DVR, Parental Controls and programming your remote control.

Plus, check out Channel 411 highlights for movie previews, premium channel freeviews, and to learn about new Prism features and content.

For Prism billing questions, to upgrade your Prism service, or to order additional CenturyLink services, call 1 877-628-3617

Please contact our customer representatives for questions on Prism and any other CenturyLink service including billing inquires, upgrades and ordering additional services.

For technical questions about your Prism TV service, call 1 866-314-4148

Please contact our support specialists for questions in reference to your installation, programming, repairs, or if you require technical assistance.

Your CenturyLink Prism Service is offered under the **CENTURYLINK PRISM TV SERVICES RESIDENTIAL CUSTOMER AGREEMENT** presented to you at installation.

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PRZ_C 4/1/13

1 877-628-3617 for customer assistance
centurylink.com



Non-Published Listing Service

Non-Published Listing Service helps keep your listing private in three ways:

- Your telephone number won't be provided to any directory publisher.
- Your telephone number is not included on lists that we may provide to other companies for marketing purposes.
- Directory Assistance won't give out your telephone number.

For your security, your number is always available to 911 and E911 emergency services. It's also available to local and long-distance telephone companies for itemized billing and collections.

From time to time, we may contact you with special offers on other privacy-related products or to let you know about other services available from CenturyLink. To avoid these calls and remove your name from our calling lists, call us at 1 866-450-6152.

How to keep your listing private while calling

Even though you have a Non-Published Listing, your information may still be displayed if you call someone who has Caller ID. If you want to protect your privacy on certain calls, you can use Per Call Blocking, a free CenturyLink service included on all phone lines. To prevent the display of your name and number on a call you're about to make:

- Dial *67 (rotary 0167) before you dial the number.
- Your identity will be blocked on the recipient's Caller ID display for this call only.
- Per Call Blocking is available anytime, and there's no charge to use it.

If you want to block your number on every call you make (except 911), call us about our permanent Line Blocking service.

NOTE: If you have high-speed Internet or digital TV service without CenturyLink local phone service on the account, a non-published number may be assigned to your account at no additional charge to enable you to access your subscribed services.

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NP_C 4/1/13

1 866-450-6152 for customer assistance
centurylink.com/welcome



Pure Broadband*

Fast. Reliable. Wireless. Secure.

Consistently fast is just the beginning with Pure Broadband. You'll enjoy a 30-day satisfaction guarantee, advanced security features and easy wireless access at home. Make sure to take advantage of all these amazing features you get from CenturyLink:

Smarter surfing with mycenturylink.com

Use your customized mycenturylink.com homepage to set up your Internet control center! Cut through the clutter and put all the content that interests you together on one page — news, games, videos, search, weather, social media and more.

E-mail flexibility

Powerful e-mail service that gives you control over everything in one place. Webmail that is accessible anytime and anywhere you're online. Customizable features bring all of your e-mail destinations to your page just the way you like.

Wireless networking

Lets you link the computers and printers in your home to a secure Home Wi-Fi Network so you can hop online virtually anywhere in and around your house. Need Help? Go to qwest.centurylink.com/internethelp

CenturyLink @Ease® for backup, security and support

Rest easy with the CenturyLink @Ease suite of backup, security and support services.

- **Norton™ AntiVirus Online** helps protect your identity and block Web attacks to help your PC run more efficiently.
- **PC Health Check** helps identify issues on your PC.
- **Convenient 24/7 tech support team** available online and on the phone.
- **Warranties and guarantees** that put your mind at ease, including a limited life-of-the-lease warranty on any modem you lease.

more ►

1 866-450-6152 for customer assistance
centurylink.com/welcome



For more information about your Pure Broadband service and features, please visit centurylink.com/home/internet

Pure Broadband: Service not available in all areas. Connection speeds are based on sync rates. Download speeds will be up to 15% lower due to network requirements and may vary for reasons such as customer location, websites accessed, Internet congestion and customer equipment. **30-Day Guarantee:** Available to new subscribers who call CenturyLink to cancel within first 30 days of service. Refund excludes selected optional charges, such as professional installation. Cancellations within first 30 days will not incur early termination charge.

CenturyLink @Ease® plans are available only to CenturyLink High-Speed Internet subscribers. Each plan covers one High-Speed Internet line. Go to centurylink.com/ease for complete details. **Norton™ AntiVirus Online, Norton™ Internet Security Online and Norton 360™ Protection Online** require acceptance of Norton Online Software Service License Agreement. Customers subscribing to CenturyLink Internet basic service (without features) or other ISPs are not eligible for Norton Antivirus with the basic CenturyLink @Ease plan. **Norton Online Back-Up:** Requires acceptance of CenturyLink Online Back-Up Terms of Service. This is an on-line back-up service for files stored on personal computer and is not designed to be an alternative storage site. Cannot be used for business or other commercial activity. Service is subject to additional restrictions and Terms of Service agreement. Symantec, the Symantec Logo, and Norton are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. All other trademarks are the property of CenturyLink.

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PUR_C 1/17/13

URE722-A-02539-03/04



CenturyLink

\$100 card
9/11 card

Questions about this order..... 877-628-3617*

ORDER INFORMATION

Today's Date 7/19/2013
Order Number 099709163
CenturyLink Account Number _____
Call Center Agent Name/ID Aminda / CPTV 260
Sales Agent Name/ID Darcy / CYRHEAD
Customer Type: Existing New
CenturyLink Installation Date: 7/24/13
Technician Arrival Window: 8 to 5

CUSTOMER INFORMATION

Customer Name _____
Service Address 531st ST
City Belle vue State NE Zip 68123
Billing TN _____ Alt. TN _____
Customer Email _____

PHONE PACKAGE INFORMATION

CenturyLink Home Phone Unlimited
 CenturyLink Home Phone Plus
 CenturyLink Home Phone
 CenturyLink Basic Line (No features or LD included)
 Port TN, TN: _____ Pin # _____
Voicemail Retrieval # _____ (or *98 from your home phone)

BUNDLE VERIZON WIRELESS AND SAVE

Bundle your Verizon Wireless service on your CenturyLink bill and receive a \$5.00 per month discount on qualifying CenturyLink services. To add Verizon Wireless to your CenturyLink bundle, please call CenturyLink at 800-244-1111.

NOTICE: Remember to cancel your current service AFTER your new service is installed to avoid service interruptions.

IMPORTANT INFORMATION:

If you purchase any services or products for a term commitment and you terminate those services or products before the end of that term, you are responsible for all service and product-related charges, including any early termination fees described in the applicable terms and conditions, posted to <http://www.centurylink.com/Pages/AboutUs/Legal/> and incorporated by this reference. Upon completion of the applicable term commitment period, applicable discounts or savings will expire, and CenturyLink will charge you the then prevailing monthly charges for your services and products.

Your first month's bill will include a prorated monthly charge for services, one month in advance, and any non-recurring and equipment charges. CenturyLink call center representatives will quote all applicable prices and charges, including estimates of taxes, surcharges, discounts, installation fees, and other charges, when you place your order. No money will be collected in person - all charges will be billed on future CenturyLink invoices or, if applicable, or Verizon invoices. If advanced payment or deposits are required, they will be separately arranged and may be paid by credit card, electronic transfer or other agreed-upon method.

You may cancel this transaction at any time prior to midnight of the third business day from the Date of Transaction. See the TERMS AND CONDITIONS AND NOTICE OF CANCELLATION form for an explanation of this right. By signing below, you confirm that you have received and reviewed this form, and the Terms and Conditions and the Notice of Cancellation form.

Customer's Signature: _____

Date: 7/19/2013

PRISM

Prism Programming Packages:

Prism TV
 Prism Complete TV
 Prism Premium TV
 HD Programming
 DVR Service (# of free months included based on package selected)
Total Set Top Boxes 4

Premium Programming:

International Package _____
 HBO (7 Channels)
 Cinemax (4 Channels)
 Starz/Encore (11 Channels)
 Showtime (11 Channels)

HIGH SPEED INTERNET

(Subject to Availability in Area)

Internet Connection Speed Increase Upload Speed

Up to 1.5 Mbps
 Up to 7 Mbps (3, 5, or 7 Mbps)
 Up to 12 Mbps
 Up to 20 Mbps
 Up to 40 Mbps (not available with Prism)
 Up to 40 Mbps (FTTP)
 Up to 100 Mbps (FTTP)
 Up to 500 Mbps (FTTP)
 Up to 1 Gbps (FTTP)
 Up to 5 Mbps
 Up to 5 Mbps
 Up to 5 Mbps
 Up to 5 Mbps
 Up to 5 Mbps (included)
 Up to 20 Mbps
 Up to 50 Mbps (included)
 Up to 250 Mbps (included)
 Up to 1 Gbps (included)

Internet Installation Options (Non-Prism Orders Only)

Networking Standard Self (Not available with FTTP)
Advanced Networking Modem Purchase Lease

NOTICE: Prism capable modem & standard install will be provided with Prism orders.

* Don't call to cancel Cap until centurylink is installed to avoid interruption of service.

* Call month 12 to renegotiate to avoid ~~interruption of Ser~~ full retail price.

* Enjoy ☺

TERMS AND CONDITIONS AND NOTICE OF CANCELLATION

Your order for services and products provided, or offered, by CenturyLink is made exclusively by telephone following your face-to-face consultation with our field representatives. All of these calls are recorded. The specific services and products you purchase are based on the telephone conversation with CenturyLink call center representatives, not the order form above, which is provided to you only as a guide to our available services and products. The terms and conditions governing the services and products listed on this form are described below. Depending on the services and products you purchase from CenturyLink, you also may receive additional information after placing your order, such as fulfillment materials, click-through acceptances, or other usage guidelines, that will contain additional, relevant information applicable to your selected services and products. The terms and conditions below contain provisions applicable to the listed services and products, including, among other things, mutual confidentiality, your required indemnification of CenturyLink, CenturyLink's limitations of liability, and CenturyLink's disclaimers of warranties.

Local Exchange Services (including Home Phone Services). Local Exchange Services, including local home phone services and certain calling features, are provided by the CenturyLink local operating company (including Qwest Corporation d/b/a CenturyLink QC in legacy Qwest territories) offering such services to your service location according to Tariffs filed with, and approved by, respective federal and state regulatory commissions. In certain locations of Indiana, Nevada, Tennessee, and Wisconsin, the applicable Local Exchange Services have been detariffed and are provided under local terms of service posted to <http://www.centurylink.com/Pages/AboutUs/Legal/> ("Website") incorporated by this reference.

Long Distance Services. Your applicable long distance service provider and terms and conditions depend on your service location. CenturyTel Long Distance, LLC provides local toll, long distance services, and international calling services in legacy CenturyTel territories under its Service and Pricing Guide, posted to the Website. Embarq Communications, Inc. provides local toll, long distance services, and international calling services in legacy Embarq territories under the CenturyLink Schedules, posted to the Website. Qwest LD Corp. d/b/a CenturyLink LD (QLDC) and Qwest Communications Company, LLC d/b/a CenturyLink QCC (QCC) provide local toll, long distance services, and international calling services in legacy Qwest territories, and such services are governed by the Rates and Services Schedules for each of QLDC and QCC, respectively, posted to the Website.

High-Speed Internet Services. Your applicable High-Speed Internet service provider and terms and conditions depend on your service location. For legacy CenturyLink territories, CenturyTel Broadband Services, LLC or the CenturyLink local operating company for your service location provides your High-Speed Internet services under the CenturyLink® High-Speed Internet and Internet Access Services Residential Terms and Conditions, posted to the Website. For legacy Qwest territories, QCC and/or Qwest Broadband Services, Inc. provide your High-Speed Internet services under the CenturyLink® High-Speed Internet Subscriber Agreement, posted to the Website.

DIRECTV Services. DIRECTV services, equipment, and additional features are provided by DirecTV and its affiliates, and are governed by the terms and conditions in the applicable agreement between you and DirecTV. CenturyLink is not responsible for such services, equipment, and features, and acts solely as a sales agent for DirecTV with respect to these items.

Prism Services. Prism services, equipment, and additional features are provided by CenturyTel Broadband Services, LLC (or the applicable CenturyLink operating company providing the Prism services, equipment, and additional features in your service area), and are governed by the CenturyLink® Prism™ TV Services Residential Customer Agreement, posted to the Website.

NOTICE OF CANCELLATION

CenturyLink Services and Products

Date of Transaction: 7/19/2013

Customer's Name: _____ Address: S. 31st ST

Order Number: _____ BTN: _____

I hereby CANCEL this transaction, without any Penalty or Obligation, within THREE BUSINESS DAYS from the above Date of Transaction.

I do not want the goods or services described above, and I am cancelling my purchase and will return any goods at CenturyLink's expense and risk according to CenturyLink's return policy.

I am sending this Notice of Cancellation to: P.O. Box 2670, Omaha, NE 68102, Phone: 800-244-1111 (or 877.628.3617 if the order includes Prism service), no later than midnight of the Cancellation Date. I understand that any payments I made under the contract or sale will be returned to me in accordance with CenturyLink refund policy.

I HEREBY CANCEL THIS TRANSACTION.

Customer's Signature: _____ Date: ___/___/20___

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