

CUSTOMER BILL NOTIFICATION

Following is the verbiage contained in CenturyLink's Customer Notice bill messages associated with the pending rate changes for residential and business customers. This message is scheduled to appear in all active customers' bills for CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink in the state of Missouri.

NOTICE OF RATE CHANGES

Our goal at CenturyLink is to provide you with the best possible service and timely information regarding changes that impact your account. Effective February 13, 2014, all Directory Assistance calls completed by your local service provider will be \$2.99. Directory Assistance Call Completion will be provided where available, at no additional charge. If you have any questions regarding these changes, please call the telephone number on your CenturyLink bill. Thank you for choosing CenturyLink for your communication needs – we value you as our customer.

GENERAL AND LOCAL EXCHANGE TARIFF

GENERAL SERVICES

DIRECTORY ASSISTANCE SERVICE (DA)

A. General

The Company furnishes local Directory Assistance Service for the purpose of aiding customers in obtaining telephone numbers.

The rates set forth below apply when customers request assistance in determining the telephone numbers of customers located in the local calling area.

B. Application of Charges

1. Charges for Directory Assistance Service are not applicable to calls received from Public and Semipublic Telephone Service, hospitals, customers who have been certified as unable to use a directory because of a visual or physical handicap or the group or agency having the authority to certify such handicaps.
2. A chargeable call is one which has been answered by the Directory Assistance Operator. The charge applies whether or not the Directory Assistance Operator provides the requested telephone number(s). Credit will not be given for requested telephone numbers that are not found in the directory.
3. A maximum of two requested telephone numbers will be processed per call to Directory Assistance Service.

C. Rates

1. Where the customer direct dials the Directory Assistance number 1 + 411 or 1 + 555 - 1212, the charge for each call (maximum of two requested telephone numbers per call):

Per Call	\$2.99	(1)
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ISSUED:
January 14, 2014

By: Darlene N. Terry
Manager - Tariffs
5454 West 110th Street
Overland Park, KS 66211

EFFECTIVE:
February 13, 2014