

## CHECK SHEET

Title Page 1 and Pages 1 to 4-7 inclusive of this tariff are effective as of the date shown.

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Issued Under Transmittal No. 3  
Vice President-Regulatory Operations  
100 CenturyLink Drive  
Monroe, Louisiana 71211

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## ACCESS SERVICES

### 2. General Regulations (Cont'd)

#### 2.11 Contested Charges

All bills are presumed accurate, and shall be binding on the Carrier Customer unless objection is received by the Company no more than thirty (30) days after such bills are rendered. In the event that a billing dispute between the Carrier Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Carrier Customer may contact the Company in person, by telephone or in writing, and take the following course of action:

2.11.1 First, the Carrier Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)

2.11.2 Second, if there is still a disagreement about the disputed amount after investigation and review by the Company, the Carrier Customer may file an appropriate complaint with the Federal Communications Commission. The address of the Commission is:

Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554  
Toll-Free 1-888-CALL-FCC

#### 2.12 Taxes

State and local sales, use and similar taxes are billed as separate items and are not included in the quoted rates for service.

#### 2.13 Definitions

##### Toll VoIP-PSTN Traffic

The term "Toll VoIP-PSTN Traffic" denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. "Toll VoIP-PSTN Traffic" originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

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