

# Products and Services for Residential Customers

CenturyLink provides a direct connection to our network, so whether you want to connect by home phone or the Internet you can count on the reliability of our services. With a network designed to give you consistent speeds every time you log on, you can watch Hollywood's latest hits online, stream videos on YouTube™ or Hulu™ and play games without slowing down. And we offer money-saving bundles that combine voice services with high-speed Internet or video entertainment services.

	Voice	High-speed Internet	Video Entertainment – CenturyLink Prism and DIRECTV	Bundles
<b>Quick Summary</b>	Everything customers need to make and receive calls from home including access lines, popular calling features and long distance plans.	CenturyLink high-speed Internet provides a fast and reliable online experience making it easy and convenient to send e-mail, share pictures, download music and videos, shop online, play games and connect with family and friends.	CenturyLink Digital Television let's you experience true entertainment with 100% all-digital picture quality, access to hundreds of channels, DVR and crystal-clear HD programming. CenturyLink™ Prism™ TV can be combined on the same bill with voice and/or data service.  <i>CenturyLink™ Prism™ is available in Columbia and Jefferson City, MO; La Crosse, WI; Las Vegas; and the Fort Myers/Naples area with more markets coming soon.</i>	Combine voice, high-speed Internet and CenturyLink Prism TV services on one bill and save over the cost of purchasing stand alone services.
<b>Features and Descriptions</b>	<p><b>CenturyLink Voice Services</b> Single and multi-line service and voice packages that combine access line service, long distance plans and popular calling features like caller ID, call waiting and voicemail.</p> <p><b>Calling features</b> Features that allow customers to get connected in more ways, including Caller ID, Call Waiting, Call Forwarding, Voicemail, LineGuard inside wire protection, home phone warranty and much more.</p> <p><b>Long distance plans</b> Per minute, weekend, international and unlimited domestic long distance calling plans.</p>	<p><b>High-Speed Internet</b> A variety of Internet options are available for residential customers with download speeds ranging from up to 768 K to 25 M (where available). Internet service includes up to eight e-mail addresses and exclusive access to news, weather, sports, game, music, video and more through the <a href="http://www.centurylink.net">www.centurylink.net</a> home page.</p> <p><b>Premium Web Packages</b> Choose from unlimited music downloads, online game packages, education websites and more.</p> <p><b>Pure</b> Pure broadband from CenturyLink provides customers with stand alone Internet service, including speeds ranging up to 1.5 M to 25 M without the need for traditional phone service. We back our Pure broadband service with a 30-day satisfaction guarantee. More information is available at <a href="http://www.givemepure.com">www.givemepure.com</a>.</p> <p><b>Computer Support Options</b> Several PC support services are available for value-added security and protection. They can be bundled for increased savings.</p> <p><b>PC Security</b> Award winning virus and spyware protection, firewall and parental control.</p> <p>PC Protection: PC claims service and 24/7 online assisted support and repair. Share and Store: Automated back-up and remote storage and access of computer files. RescuelIT: Professional PC support for software or hardware issues. Includes PC tune-ups and repair.</p>	<p><b>CenturyLink™ Prism™</b> CenturyLink Prism is driven by fiber-optic technology and an innovative platform to give customers complete control over their television experience. CenturyLink Prism delivers an interactive viewing experience and a robust line-up of over 200 channels available, with more high definition (HD), international and Latino programming being added every day. Visit <a href="http://www.seeprismtv.com">www.seeprismtv.com</a> to learn more about CenturyLink Prism.</p> <p>Whole Home DVR: Watch and record up to four shows at once on any TV. Personal Media Sharing: Access photos and music from your PC on your TV. Find-it-Fast Navigation: Search by title, category and actor. Video On Demand: Instant downloads, unlike satellite. Video Caller ID: See who is calling on the TV screen.</p> <p><b>DIRECTV® Satellite Television</b> Customers can purchase DIRECTV from CenturyLink and bundle it with our products and services for increased savings. Customers can watch movies or shows with 100 percent all-digital picture quality. DIRECTV offers a variety of packages and up to 285 channels, 160 HD channels and exclusive sports packages like NFL Sunday Ticket™.</p>	<p><b>Bundles</b> CenturyLink provides a variety of customizable bundles. Sign up for High-Speed Internet and a home phone calling packages and save over \$15 a month. Save even more with a Triple Savings Bundle, including CenturyLink Prism or DIRECTV Satellite Television, high-speed Internet and unlimited domestic long distance calling.</p>

## Key Benefits

- Talk more for less, with a reliable home phone line, choice of calling features and unlimited local and domestic long distance calling. Prices start as low as \$44.95.
- CenturyLink high-speed Internet offers a private, direct connection between the customer and our network, with speeds ranging from 768K to 25M. Prices starting as low as \$14.95.
- Internet service includes a variety of PC support options that help customers keep their computer up and running.
- Nationwide and local television programming packages available through CenturyLink™ Prism™ and DIRECTV® service, with all-digital picture quality. Bundling CenturyLink TV services with phone and Internet allows customers to save more money. Prices start around \$30 a month.
- Customizable bundles that save customers money and include the combination of services they need. Bundle Internet, Video and Unlimited Calling services for as low as \$85 a month.



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CenturyLink Home Security				
	<p>Protect your family and your home from burglary, fire, carbon monoxide and more, 24/7/365. Because we're also your local phone company, you get rapid response to your emergency needs. You may even save up to 20% on your homeowner's insurance.</p> <ul style="list-style-type: none"> <li>• Round-the-clock security monitoring</li> <li>• Completely owned and operated by CenturyLink</li> <li>• Wireless or hardwired security systems available</li> <li>• Total quality control and professional security</li> <li>• Bundle with other services and save even more</li> </ul>			
<b>Quick Summary</b>	<p>CenturyLink Security provides equipment, installation, service and monitoring of home security alarm systems. Completely owned and operated by CenturyLink, our advanced communications technology and reliable digital network mean rapid response to your emergency needs, 24/7. That means total quality control and professional security service.</p>			
<b>Features and Descriptions</b>	<p><b>Equipment</b> Our basic system package includes a master control unit, integrated digital keypad, built-in siren, three door/window transmitters and sensors, one pet-immune motion detector, a four button wireless key remote, along with a security sign and decals. Expansion options are available.</p> <p><b>Monitoring</b> CenturyLink also operates a state-of-the-art Central Monitoring Station listed with UnderWriters Laboratory. The CenturyLink Security monitoring station is staffed with alarm agents who are professionally certified (Five Diamond Certification). CenturyLink Security headquarters is based in Monroe, Louisiana.</p>			