

## CenturyLink Excessive Use Policy FAQ

### Q. What is the CenturyLink Excessive Use Policy and how does it apply to me?

**A.** CenturyLink High-Speed Internet customers are subject to the CenturyLink Excessive Use Policy that sets limits on the amount of data a customer sends and receives over their High-Speed Internet connection based on the service plan that a customer purchases. The CenturyLink Excessive Use Policy includes both Download Guidelines for most customers and a Usage Based Billing program that, for now, is limited to residential customers located in Yakima, Washington.

- **Download Guidelines:** Most customers must comply with CenturyLink *download guidelines*. Customers who routinely download more data than stated in the guidelines for their speed are encouraged to decrease usage or upgrade their High Speed Internet plan.
- **Usage Based Billing Trial:** On July 26, 2016, CenturyLink began a Usage Based Billing trial in Yakima, Washington. Residential customers that are purchasing or have purchased high speed internet service, and are not exempt from the trial, may be billed for data usage (both download and upload) that exceeds the usage limits available for the High Speed Internet Plan they purchased. Customers participating in this trial are not subject to the Download Guidelines.

### Q: What is included in my usage?

**A:** For most customers, those subject to the Download Guidelines, only the data received (downloaded) from your MODEM or gateway will count toward your data limit. If you are participating in the Usage Based Billing trial, all of the data received by your MODEM/gateway (downloaded) and sent from your MODEM/gateway (uploaded) will be counted toward your data limit.

### Q. Why does CenturyLink have data usage limits and how much data usage is included in my CenturyLink High-Speed Internet service?

**A.** Data usage limits encourage reasonable use of your CenturyLink High Speed Internet service so that all customers can receive the optimal Internet experience they have purchased with their service plan.

- **Download Guidelines:** Customers that are subject to our Download Guidelines receive the following downstream data usage maximums:
  - Service plans with speeds up to 1.5 Mbps plans may consume up to 150 Gigabytes of data usage.
  - Service plans with speeds greater than 1.5 Mbps may consume up to 250 Gigabytes of data usage.
- **Usage Based Billing Trial:** Customers in Yakima, Washington, receive the following downstream data usage maximums.
  - Service plans with speeds up to 7.0 Mbps plans may consume up to 300 Gigabytes of data usage.
  - Service plans with speeds greater than 7.0 Mbps may consume up to 600 Gigabytes of data usage.

**Q: What is considered “excessive” or “high-volume” use?**

**A:** Although usage is caused by any application using an Internet connection large file downloads, video on demand, and streaming music or video are often the largest contributors. CenturyLink usage limits can allow you to view up to hundreds of shows per month but the amount can vary greatly depending on the video resolution and quality. As demonstrated by the table below, our excessive use policy allows our customers to consume large volumes of data.

Category	Activity per day	Usage per Month
<b>Video</b>	Streaming six hours of high definition video per day	540.0 GB
	Streaming six hours of standard definition video per day	126.0 GB
	Downloading one movie every day	60.0 GB
<b>Gaming</b>	Five hours of video gaming per day	9.0 GB
<b>Music</b>	Streaming six hours of audio a day	5.0 GB
	Downloading fifty MP3 files every day	5.3 GB
<b>Photos</b>	Forty 5 MB pictures received every day	6.0 GB
<b>Web Browsing</b>	Four hours of web browsing per day	4.0 GB
<b>E-mail</b>	Receiving 100 e-mails per day	0.1 GB
	If half of them had documents attached	1.0 GB

**Q: What will happen if I exceed my data limit?**

**A:** The vast majority of our customers are subject to the Download Guidelines. CenturyLink will weigh variables such as network health, congestion, availability of customer usage data, and the line speed purchased by the customer as factors when enforcing this policy. If you fall into the “excessive” or “high volume” category and are subject to the EUP enforcement you will receive a web notification and/or a written communication from CenturyLink providing notice that you have exceeded your limits.

If you are participating in the Usage Based Billing trial in Yakima, Washington, for the first two months that you exceed your monthly usage limit, you will receive an electronic “no charge” warning notification and no additional charges will be assessed to your account. However, the third month that you exceed your usage limit, an excessive usage charge notification will be mailed to you (at the billing address on record). It will indicate the overage amount that will be assessed to your bill the following month. Thereafter, if you exceed your usage limit, you will be billed for the overage without additional notice other than electronic alerts as you are approaching your monthly usage limit.

Each month, if you begin to approach your usage limit, you will also receive electronic usage alert(s) notifying you of what percentage of your usage limit you have consumed. The usage alerts will help you monitor your online usage. During months that you are not billed when you exceed your data usage limit you will receive an online alert when your usage exceeds 85% of your data plan. Thereafter, during months that you could be billed for exceeding your usage limit, you will receive an online alert when your usage exceeds 65% of your data plan and another when your usage exceeds 85% of your data plan.

**Q: When will I be billed for exceeding my data limit?**

**A:** The vast majority of our customers are subject to the Download Guidelines and are not currently subject to a charge or fee if they exceed their monthly data usage limit.

If you are located in the usage based billing trial area of Yakima, Washington, the third time you exceed your usage limit, we will send you an excessive usage charge notification in the mail that will tell you the amount that you will be billed based on the amount of additional usage you incurred. Thereafter, if you exceed your usage limit, you will be billed for the overage without additional notice other than alerts as you are approaching your monthly usage limit.

In that month and in any month following, CenturyLink will provide you with an additional 50 GB of data for \$10. The maximum additional monthly data usage charge CenturyLink will bill is \$50 regardless of total usage.

For example, if you purchase a CenturyLink high speed internet service of 7Mbps your plan would have a monthly usage limit of 300 GB. The third month that you exceed your usage limit you could expect to see the following charges up to a maximum of an additional \$50 on your next bill.

<b>Customer Usage Example</b>	<b>Incremental Charge</b>	<b>Total Additional Charge</b>
300 GB or less per month	No Charge	\$0.00
Greater than 300 GB but 350 GB or less per month	\$10	\$10.00
Greater than 350 GB but 400 GB or less per month	\$10	\$20.00
Greater than 400 GB but 450 GB or less per month	\$10	\$30.00
Greater than 450 GB but 500 GB or less per month	\$10	\$40.00
Greater than 500 GB per month	\$10	\$50.00 (The customer will not be charged more than the maximum of \$50.00 for this month)

Although the maximum additional charge for data usage is capped at \$50, paying the \$50 does not mean a residential High Speed internet customer is entitled to unlimited usage. Data usage that repeatedly exceeds the usage caps and interferes with other customers' use of the service may still be addressed under the CenturyLink High Speed internet terms of service.

As noted above, you will also receive monthly online usage alerts to help you monitor your usage. See the above description for the details of how these usage alerts will work.

**Q: How is a gigabyte defined?**

**A:** CenturyLink uses the binary definition of gigabyte to calculate usage. One gigabyte equals 1024<sup>3</sup> bytes or 1,073,741,824 bytes.

**Q: What are my options if I exceed my limits under the Excessive Use Policy Download Guidelines?**

**A:** If you have exceeded the Download Usage guidelines, and are subject to the EUP enforcement, CenturyLink will explain the limits of your current service, allow you time to reduce your usage, and provide guidance regarding available options for upgrading your service to a higher speed residential plan or a business-class high-speed service.

If you continue to exceed your usage plan without taking advantage of one of the many options provided, CenturyLink reserves the right to disconnect your service after the third month of excessive usage in a rolling 12-month period. CenturyLink will weigh variables such as network health, congestion, availability of customer usage data, and the line speed purchased by the customer as factors when enforcing this policy.

**Q: What are my options if I exceed my limits under the Excessive Use Policy with Usage Based Billing?**

**A:** You may choose to simply pay the additional charges to receive additional data usage or you may reduce your monthly data usage in future months, upgrade your speed to a residential service plan with a higher data limit, or upgrade your service to business-class High-Speed Internet service.

**Q: If I am a part of the Usage Based Billing Trial, does CenturyLink provide any tools to help me monitor my usage?**

**A:** Yes, you can access your usage data in your CenturyLink MyAccount located at [www.centurylink.com](http://www.centurylink.com). This site is password-protected. The login is your CenturyLink primary account number. The password is set by you.

If you do not have a My Account, you will find directions about how to establish one by visiting: [www.centurylink.com/help](http://www.centurylink.com/help) and type in **My Account** for assistance.

The data usage provided in MyAccount is posted one day after the data is collected.

**Q: If I do not use my monthly usage allotment, does it roll over to next month?**

**A:** No. Your usage allotment does not roll over from month to month.

**Q: What customers are excluded from the CenturyLink Excessive Use policy?**

**A:** CenturyLink's Excessive Use Policy, both the Download Guidelines and Usage Based Billing Trial versions, does not impact the following customers.

<b>Download Guidelines</b>	<b>Usage Based Billing Trial Yakima, Washington</b>
Business Customers	Business Customers
Prism TV Customers	Prism TV Customers
1 Gigabit Customers	1 Gigabit Customers
	Price Lock Customers
	Price for Life Customers
	Vacation Rate Customers
	CenturyLink Internet Basics Customers

**Q: Where can I read the CenturyLink HSI Subscriber Agreement?**

**A:** For legacy CenturyLink customers, refer to Section 11 of this CenturyLink HSI Service Agreement [http://www.centurylink.com/legal/highspeedinternetsubscriberagreement\\_LCTL](http://www.centurylink.com/legal/highspeedinternetsubscriberagreement_LCTL) for the description of the CenturyLink HSI excessive use policy.

For legacy Qwest customers, Section 7(a) of this CenturyLink HSI Service Agreement [http://www.centurylink.com/legal/en/highspeedinternetsubscriberagreement\\_LQ.html](http://www.centurylink.com/legal/en/highspeedinternetsubscriberagreement_LQ.html) describes the CenturyLink HSI excessive use policy.

**Q: How do I upgrade my service if I need a higher download limit?**

**A:** You may contact a CenturyLink sales associate at the telephone number printed on your bill or visit [www.centurylink.com](http://www.centurylink.com).