

Wholesale Markets

100 CenturyTel Drive
Monroe, LA 71203

Carrier Notification – Notification GN272008

Date: November 13, 2008
To: CenturyTel Wholesale Customers
Subject: Service Order Charges for Suspend/Restore Orders

Description of the Change

Starting February 1, 2009, CenturyTel will begin assessing subsequent service order charges for all order(s) submitted to the CenturyTel Financial Services Department to suspend and/or restore services to CLEC end users. Rates charged will be determined by the terms and conditions of CLEC's agreement with CenturyTel. In addition to the subsequent service order charge, applicable Restoral Fees will also be assessed for each order to restore suspended service. Also beginning February 1, 2009, all suspend/restore orders submitted to CenturyTel's Financial Services Department should be sent, via fax, to 866.800.5896.

Orders are typically worked within 48 hours of receipt. However, order complexity may require additional time to process. Orders received after 3:00 PM CST will be processed as if received the next business day.

If you have any questions or need further assistance with this matter, please contact your Account Administrator at cr-accountadm@centurytel.com.

Effective date of change: February 1, 2009