

Bona Fide Retail Request Program - Plan Description Available in Pennsylvania

The Pennsylvania Public Utility Commission (“Commission”) approved an Amended Alternative Regulation Plan (“Plan”) for The United Telephone Company of Pennsylvania d/b/a Sprint (“United PA”), or any successor in interest, effective June 23, 2005. In the Plan, United PA committed to accelerate broadband availability¹ to 100% of its retail customers by December 31, 2013. In the interim, for those portions of United PA’s local service territory where broadband service is not available, United PA implemented this Bona Fide Retail Request Program (“BFRR”) in compliance with Act 183 (“the Act”). On April 7, 2006, at Docket Nos. A-313200F0007 and A-0311379F0002, the Commission approved a transaction in which United PA separated from Sprint Nextel Corporation. As a result of this separation, United PA now, and for the near term, shall be known as and will be doing business as The United Telephone Company of Pennsylvania d/b/a CenturyLink Pennsylvania (hereinafter “CenturyLink Pennsylvania”). CenturyLink Pennsylvania shall carry on the administration and intention of this BFRR. A description of CenturyLink Pennsylvania’s BFRR Plan follows:

I. GENERAL

A. CenturyLink Pennsylvania’s BFRR is available to retail customers within CenturyLink Pennsylvania’s local service territory in Pennsylvania. Any person, business, local development district, industrial development agency or other entity within CenturyLink Pennsylvania’s local service territory seeking advanced services, as defined in the Act², shall submit a written request for such services to CenturyLink Pennsylvania or to the Department of Community and Economic Development of the Commonwealth of Pennsylvania (“the Department”). The written request for advanced services may be submitted in any one of the following three ways:

¹ The Act defines “Broadband Availability” as access to broadband service by a retail telephone customer of a local exchange telecommunications company. The Act defines “Broadband” as a communication channel using any technology and having a bandwidth equal to or greater than 1.544 megabits per second (MBPS) in the downstream direction and equal to or greater than 128 kilobits per second (KBPS) in the upstream direction.

² The Act defines “Advanced Service” as a retail telecommunications service that, regardless of transmission medium or technology, is capable of supporting a minimum speed of 200 kilobits per second (KBPS) in at least one direction at the network demarcation point of the customer’s premises.

1. The written request may be in the form of a petition.
2. The written request may also be on the form provided by the Department. In accordance with the Act, CenturyLink Pennsylvania designated, on March 8, 2005, a single point of contact to receive all written advanced or broadband service requests forwarded by the Department. Or,
3. The written request may be a completed individual request form provided by CenturyLink Pennsylvania (attached). If individual requests are received, CenturyLink Pennsylvania shall aggregate requests for the same or comparable advanced services and initiate the appropriate action pursuant to section 3014 (c) of the Act when the required number of requests has been received.

B. Each of the three written requests described in Section I.A. above must include;

1. The name, address, telephone number and signature of each existing retail customer requesting the advanced service, the advanced service being requested and the number of access lines for which the advanced service is being requested.
2. The name, address and telephone number of a designated contact person where the request is made by or on behalf of more than one person or business. And,
3. A commitment by each customer who signs the request to subscribe to the requested service for one year, subject to CenturyLink Pennsylvania's identification of the price and terms of the service and the customer's agreement to the price and terms.

C. A petition or an individual written request form, as referenced above, may not in itself constitute a Bona Fide Retail Request. To be considered a Bona Fide Retail Request, CenturyLink Pennsylvania must receive written request(s) for a minimum of 50 retail access lines, or 25% of retail access lines within a community³, whichever is less, for the same advanced service or comparable advanced services having a bandwidth within 100 kilobits per second (KBPS) of each other. Notwithstanding the foregoing comparable bandwidth limitation, where a request includes individual customer requests for advanced services having equal to or less than 1.544 megabits per second (MBPS) bandwidth in the downstream direction, all lines in the request shall be counted in meeting the minimum line requirement.

³ The Act defines "community" as those customers of a local exchange telecommunications company served by an existing or planned remote terminal or, where no remote terminal exists or is planned, a central office switch.

II. IMPLEMENTATION

A. In administering its Bona Fide Retail Request program, CenturyLink Pennsylvania shall:

1. Provide information for customers regarding its BFRR program, toll free, 1-888-436-7841 or <https://embarq.centurylink.com/Support/Residential/PoliciesForms/>
2. Mail the attached Individual Request Form to a customer upon request.
3. Confirm CenturyLink Pennsylvania's receipt of any completed request in writing to the customer and identify the service requested.
4. As part of any written confirmation, or in a subsequent written communication to the customer, provide the customer the applicable rate, the contract term, the status of the request and a term subscription agreement for execution.
5. Notify the customers in a community, within 30 days of receipt of a Bona Fide Request, of the expected date of the availability of the requesters' service.

B. When a Bona Fide Retail Request has been received that meets the requirements of Section I.B. and C. above, CenturyLink Pennsylvania shall provide the requested advanced service, or other reasonably comparable service having a bandwidth within 100 kilobits per second (KBPS) of the requested service, to the community as soon as practicable, but in no event later than 365 days of the date the requirements of the Act have been met or within the period approved by the Commission under paragraphs 1 and 2 below where:

- CenturyLink Pennsylvania provides the requested advanced service to other customers in its service territory;
- No service is available to the requesting customers from an alternative service provider at or within 100 kilobits per second (KBPS) of the data speed requested or such service is available at a price that exceeds the then current price offered by CenturyLink Pennsylvania by more than 50%;
- The community is situated within the service territory of CenturyLink Pennsylvania, and;
- CenturyLink Pennsylvania does not have to provide fiber to the customer's premises to furnish the requested advanced service.

1. Where, as the result of property acquisition, including acquiring rights of way, or new construction CenturyLink Pennsylvania is unable to provide the requested advanced service within the one year period, CenturyLink Pennsylvania may petition the Commission for an extension of up to six months, with service upon the customer or customers who made the Bona Fide Retail Request and the Department if the department submitted the request on behalf of the customer or customers. The Commission may delegate its authority

to rule on such petitions to a bureau Director or other appropriate employee who shall grant the petition for good cause shown.

2. Where the total number of Bona Fide Retail Requests received by CenturyLink Pennsylvania or affiliated companies that meet the requirements Section I.B. and C. and Section II.B, above, exceed 40 requests in any 12 month period, or where there are more than 20 such requests that require property acquisition, including acquiring rights-of-way, or new construction in any 12 month period, CenturyLink Pennsylvania may provide a verified certification to the Commission that one or both of the previously stated criteria are met, with service upon the customer or customers who made the additional requests and upon the Department if the Department submitted any such requests. Upon receipt of the certification, the Commission, or the Commission through its designated staff, shall permit CenturyLink Pennsylvania to extend the time for such deployments for a period of no more than 12 months unless the Commission determines an additional time period to be just and reasonable. If a deployment is extended, it shall be counted in determining the maximum number of deployments provided for in any 12 month period covering the month to which it is extended.

3. With regard to requests submitted under section 3014(c) of the Act, a CenturyLink Pennsylvania retail customer may challenge the action of CenturyLink Pennsylvania pursuant to section 701 (relating to complaints).

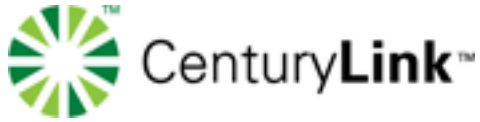
4. Qualifying business or businesses' requests for advanced services submitted by the Department that are provisioned through the Bona Fide Retail Request program shall be processed in accordance with section 3014(c) of the Act and shall be allocated 50% of the maximum number of annual deployments referenced in section 3014 (c)(6). Other requests shall be allocated 50% of the number of such deployments, as further provided in section 3014(d)(5) of the Act.

5. For qualifying business or businesses whose request for advanced services is determined by CenturyLink Pennsylvania to be better processed outside of the Bona Fide Retail Request program, CenturyLink Pennsylvania shall make a proposal to the requesting business or businesses to provide the requested advanced or broadband service, and subsequently shall provision such service. CenturyLink Pennsylvania shall advise the Department and the business or businesses, within 30 days of the date the contract is signed, of the date by which the requested advanced or broadband service will be provided. Such date shall be not later than one year after the date the contract is signed, unless the business or businesses agree to a longer

period, or CenturyLink Pennsylvania obtains Commission approval of an extension under the same procedure set forth in section 3014 (c)(5).

C. CenturyLink Pennsylvania shall provide semiannual reports to the Commission and the Department of the number of requests for advanced services received during the reporting period by exchange and the action taken on requests meeting the requirements of section 3014 (c) of the Act.

D. CenturyLink Pennsylvania's BFRR shall continue through December 31, 2013 or such earlier date as CenturyLink Pennsylvania achieves 100% broadband availability throughout its service territory.



Bona Fide Retail Request Program

The United Telephone Company of Pennsylvania d/b/a CenturyLink Pennsylvania ("CenturyLink Pennsylvania")

Individual Written Request for Advanced Services - Bona Fide Retail Request Program

I, _____ (print name of person or entity), seek advanced services pursuant to the Bona Fide Retail request Program ("BFRR") of CenturyLink Pennsylvania.

Describe the advanced service requested, including requested speed of service:

Number of lines requested: _____

Service address for each line (street address, city/town, zip code): _____

Phone number at service address: _____

Is local service at this address currently provided by CenturyLink Pennsylvania: _____ Y / N

Designate name (if applicable): _____

Contact address (customer or designate) (street address, city/town/ zip code): _____

Contact phone number (customer or designate): _____

Contact e-mail: _____

Please indicate your acceptance of each statement below by placing your initials in the space provided.

Initials: I verify that the information provided above is true and correct to the best of my knowledge.

Initials: I verify that I have the authority to sign on my behalf and /or on behalf of any entity listed above.

Initials: I agree to provide a written notice and update regarding the foregoing information in the event of a change of residence or change in customer account responsibility.

Initials: I understand that to be considered a Bona Fide Retail Request, CenturyLink Pennsylvania must receive written requests for a minimum of 50 retail access lines, or 25% of retail access lines within a community, whichever is less.

Initials: I commit to subscribe to the requested advanced service for a minimum of one (1) year subject to my agreement to the Company's price and terms.

CenturyLink Pennsylvania will provide written confirmation of its receipt of this Individual Request For Advanced Services to the contact address indicated above. Within 30 days of receipt of a qualified BFRR (see section I. B. of CenturyLink Pennsylvania's Plan Description), CenturyLink Pennsylvania will provide notification, to the contact address indicated above, of the expected date of the availability of the service requested including rates and terms in effect at that time.

Submit this completed and signed form to:

CenturyLink, Bona Fide Retail Request Program, 240 North Third Street, Suite 201 Harrisburg, PA 17101

Signature of customer or authorized designate: _____ Date: _____