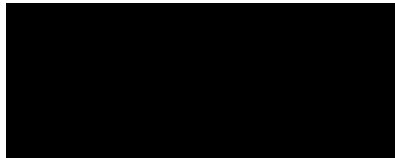




931 14th Street
Denver, Colorado 80202

11/3/2025



Important notice regarding the plan to grandfather certain voice services provided by Level 3 Telecom, a Lumen affiliated company¹

Level 3 Telecom, a Lumen affiliated company, will grandfather the products listed below (“Impacted Services”) in all 50 states and the District of Columbia on **January 30, 2026**. This means the Impacted Services will no longer be available for new orders to new or existing customers and will no longer be available for renewal for existing customers. Customers currently receiving Impacted Services under existing contracts will continue to be supported until the expiration of the applicable contract. Level 3 Telecom will only accept move, add, or change orders (“MACDs”) in limited scenarios (i.e. migrations or disconnects).

You are receiving this notice because you subscribe to one or more of the following services that will be grandfathered.

- **Basic Business Line Service:** Provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.
- **Basic Exchange Line and Trunk Services:** Provide voice-grade telephonic communications channels that can be used to place or receive one call at a time.
- **Channel 12:** A bundled offering available as a voice only or as an integrated (voice and internet) solution consisting of local exchange service with select features.
- **Complete Dynamic (ATM):** Using Asynchronous Transfer Mode (ATM), a flexible bandwidth integrated voice and data service on the same circuit; select features are included as well as a select number of Long-Distance minutes.
- **Complete Dynamic (QP):** Using IP Network, a flexible bandwidth integrated voice and data service on the same circuit; select features are included as well as a select number of long distance minutes.
- **Complete Lines/Trunks Service (a/k/a Complete Lines DS0):** Provides voice-grade telephonic communications channels that can be used to place or receive one call at a time.
- **ILAN (Integrated LAN):** Private data connection between customer locations solutions offered at each location via Ethernet handoff.
- **Local Exchange Service:** Provides the Customer with a connection to the Company’s facilities within a local calling area on the public switched telephone network, such as Business Lines Flat and Measured, Expanded Exchange, Analog Business Line, Analog Trunks and Unlimited On-Net site-to-site with (TW-Time Warner Telephone) local service
- **PBX Analog Trunks:** Communication lines that connect a Private Branch Exchange (PBX) system telephone company’s central office to allow the PBX to manage incoming, outgoing, and internal calls efficiently.
- **Digital trunks:** High-capacity communication lines used to transmit voice and data in digital format between telephone systems, converting signals into binary data, which carry signals as continuous waves that connect a Private Branch Exchange (PBX) system telephone company’s central office to allow the PBX to manage incoming, outgoing, and internal calls efficiently.
- **Unlimited On-Net site-to-site:** Local voice feature that enables unlimited voice calling between customer locations that are served by the same on-net infrastructure, typically within the same metro or regional

footprint, to support private data and voice connectivity between sites without incurring per-minute charges.

- **Long Distance Service:** Allows domestic calls outside of a defined local calling area, under such plans including Bolt on Bucket (BOB) minutes, Long Distance Calling Cards, Flex Call package.
- **Long Distance Calling Card:** A postpaid telecommunications product that allows users to make long-distance calls—domestic or international—by dialing a toll-free access number and entering a PIN.
- **Toll-Free Service:** A telecommunications offering that enables businesses to receive inbound calls via toll-free numbers (e.g., 800, 888, 877, etc.) over dedicated circuits rather than standard switched lines.
- **Toll-Free PRI T1:** A digital telecommunications service that enables toll-free calls to be delivered over a Primary Rate Interface (PRI) circuit. It supports domestic and international call origination from anywhere in the U.S. or Canada, terminating at the customer's location at no charge to the calling party.
- **VersiPak Lines and Trunks Service:** The voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS1.
- **VersiPak Flex® T Service and VersiPak Power® T Service:** Bundled services consisting of local exchange service with select features.
- **VersiPak Flex T-12:** Provides 12 business lines or terminals on DS1 access.
- **VersiPak Flex T-24:** Provides 24 business lines or terminals on DS1 access.
- **VersiPak Power T-12:** Provides 12 analog or digital trunks with the remainder to be used for Internet Access, not to exceed a DS1 minimum.
- **VersiPak IPRI Service:** An integrated, packet-based access solution designed to deliver PRI and Internet services over a single DS1.
- **VersiPak Mach2 Service and VersiPak Mach3 Service:** Integrated voice and Internet bandwidth.
- **Voice PRI T1 (Primary Rate Interface T1) Service:** A type of digital telecommunications line that delivers 23 voice channels and one signaling channel over a single T1 circuit. Lumen's Voice T1 service (1.544Mbps) offers a TDM-based quality communication link between the Customer Premises Equipment (CPE) and the Lumen Central Office Switch.

Bundles:

- **Complete Access:** A total package product offering consisting of local exchange service, long distance and toll-free service with optional custom calling features and integrated 512kb Internet.
- **Converged Services:** Comprehensive packages that combine multiple telecom services and is a flexible bandwidth bundled service consisting of local exchange service with selected features, a long distance and/or toll free usage allowance based on design and the option of adding Internet access and/or Virtual Private Network (VPN) service
- **FlexVoice™:** Offers simultaneous call paths configured as trunks, PRI, and/or analog business lines across a single access connection. Includes long distance minutes and a choice of features.
- **VersiPak™:** Versatile business packages include various combinations with voice services (e.g., PRI or analog lines), data services (e.g., bonded T1s or Ethernet handoffs), Internet access and optional features like VLAN passthrough and managed firewall setups. All long distance/toll free offers include 5,500 minutes of per bundle.
- **FlexCall Package:** A domestic long-distance bundled offering that allows customers to pay a monthly fee for a predefined number of long-distance minutes—covering both 1+ outbound and 8xx toll-free calls. It can be purchased or included as part of a broader bundle.
- **Bolt On Bucket (BoB):** A discounted bundle of domestic or international long-distance minutes that customers can pre-purchase for use across eligible voice services.

VOIP Services:

- **DSIP (Direct SIP):** Native SIP delivered to customer over Ethernet connection to customer equipment. Includes long distance/toll free 6,500 minutes of use.
- **E-SIP (Enterprise SIP):** Voice-only solution using Ethernet handoff with a maximum of 2,000 call paths. Includes long distance/toll free 6,500 minutes of use per 25 call paths.
- **Managed IP Trunk:** Only PRI handoff service for use with Ethernet and includes long distance/toll free 6,500 minutes of use.
- **SIP Trunk:** Single Site with Managed SBC as a Voice only solution using Ethernet handoff with a maximum of 2,000 call paths (CCPs). Includes long distance/toll free 6,500 minutes of use per 25 call paths.

Features and Feature Packages: Select features listed below may be available in some or all packages listed here:

- **Custom Feature Package 1 & 2**

- **Deluxe Feature Package**
- **Premium Feature Package**

If you have any questions about these changes or want to discuss alternatives to your current service(s), contact your account team directly or call us at **(877) 453-8353** today.

If you are a wholesale or federal customer, please contact your account representative directly.

We are committed to making it easy to do business with us and providing you with secure, reliable connections when, where, and how you need them.

¹ This action is being taken by the following Lumen affiliates: Level 3 Telecom Data Services, LLC; Level 3 Telecom of Alabama, LLC; Level 3 Telecom of Arizona, LLC; Level 3 Telecom of Arkansas, LLC; Level 3 Telecom of California, LP; Level 3 Telecom of Colorado, LLC; Level 3 Telecom of D.C., LLC; Level 3 Telecom of Florida, LP; Level 3 Telecom of Georgia, LP; Level 3 Telecom of Hawaii, LP; Level 3 Telecom of Idaho, LLC; Level 3 Telecom of Illinois, LLC; Level 3 Telecom of Indiana, LP; Level 3 Telecom of Iowa, LLC; Level 3 Telecom of Kansas City, LLC; Level 3 Telecom of Kentucky, LLC; Level 3 Telecom of Louisiana, LLC; Level 3 Telecom of Maryland, LLC; Level 3 Telecom of Minnesota, LLC; Level 3 Telecom of Mississippi, LLC; Level 3 Telecom of Nevada, LLC; Level 3 Telecom of New Jersey, LP; Level 3 Telecom of New Mexico, LLC; Level 3 Telecom of New York, LP; Level 3 Telecom of North Carolina, LP; Level 3 Telecom of Ohio, LLC; Level 3 Telecom of Oklahoma, LLC; Level 3 Telecom of Oregon, LLC; Level 3 Telecom of South Carolina, LLC; Level 3 Telecom of Tennessee, LLC; Level 3 Telecom of Texas, LLC; Level 3 Telecom of Utah, LLC; Level 3 Telecom of Virginia, LLC; Level 3 Telecom of Washington, LLC; Level 3 Telecom of Wisconsin, LP.