



## CenturyLink Excessive Use Policy FAQ

**The CenturyLink Excessive Use Policy sets *download guidelines* based on the High-Speed Internet service plan that a customer purchases.** Our download guidelines are designed to ensure that all CenturyLink High-Speed Internet subscribers receive the optimal Internet experience they have purchased with their service plan. Our excessive use policy does not apply to uploads.

**Q: How much data usage is included in my CenturyLink High Speed Internet service?**

A: This varies based on your current plan. For each calendar month, you will receive the following downstream data usage maximums.

- 1.5Mbps plans - 150 Gigabytes
- Plans greater than 1.5Mbps - 250 Gigabytes

**Q: Will these guidelines impact my Internet usage?**

A: In order to exceed the monthly guidelines, each month, you would have to send, view, watch or listen to:

- **15+ million** unique e-mails
- **300,000 - 500,000** photos
- **1,000 - 3,000** 30-minute shows streamed from Netflix
- **40,000 - 80,000** MP3 music files

**Q: What is considered “normal” Internet data usage?**

A: The median residential customer usage is approximately 7 Gigabytes per month with most customers having downstream usage in the range of between 1 to 30 Gigabytes per month. As you can see, this is well below the threshold of 150 – 250 Gigabytes.

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

A: This small percentage of customers is on the extreme margin, using 30-1000 times the monthly volume of customers in the same speed tier.

Less than 0.5% (one half of one percent) of customers approach these listed limits. This high usage would equate to millions of emails, tens of thousands of photos or MP3 files and hundreds of hours of streaming videos.

**Q: Does CenturyLink include things I upload to the Internet as part of my usage activity?**

A: CenturyLink only uses the downstream direction data in the usage limits. This means that uploading photos or doing backups to a site are not counted toward our monthly usage limit.

**Q: Do these guidelines apply to business grade data and Business Class High-Speed Internet?**

A: No. These guidelines only apply to residential High-Speed Internet subscribers. They do not apply to Business Class High-Speed Internet.

**Q: Will CenturyLink charge a fee if I exceed my monthly usage?**

A: There are no overage fees or charges for usage.

**Q: How will I know if I exceed my usage limits?**

A: Customers who fall into the “excessive” or “high volume” category will be notified by CenturyLink via a web notification, phone call or email.



**Q: Do you have options if I exceed my limits?**

A: Residential High-Speed Internet customers can choose to reduce their monthly data usage, upgrade their speed to a residential service with a higher data limit or upgrade their service to business-class High-Speed Internet service. Residential customers purchasing High-Speed Internet service at speeds greater than 1.5 Mbps may choose to reduce their monthly data usage or upgrade their service to a business grade data service.

**Q: Will I be notified if I am coming close to reaching the usage limit for my High-Speed Internet service?**

A: Currently, there is no advance warning provided, but there are also no penalties or fees imposed for exceeding download limits. However, when you are found to have exceeded the usage limit, CenturyLink will contact you and advise you of the usage limits and allow time to reduce usage or migrate you to an alternative product that better meets your needs.

**Q: Will you inform me of the need to change my High-Speed Internet service?**

A: 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. Our EUP is application neutral. It only looks at the total usage (bytes transferred) over a defined period of time independent of protocols, applications, or the content that is generating the excessive usage. CenturyLink will advise you if you exceed the download usage limits, explain what the limits are of your current service, and allow you time to reduce your usage. You also have the option to upgrade to a higher speed residential plan or even a business-class high-speed service if you choose. If a customer refuses to comply with one of the many options provided, CenturyLink reserves the right to disconnect service after the third month of excessive usage in a rolling 12-month period.

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

A: The usage allotment does not roll over from month to month.

**Q: When does this policy become effective?**

A: The CenturyLink download guidelines are effective as of February 2012.

**Q: Are CenturyLink PRISM TV customers included in the EUP policy?**

A: Traffic associated with Prism TV service will not be subject to the new EUP policy.

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

A: Please view the CenturyLink HSI Service Agreement at <https://www.centurylink.com/Pages/AboutUs/Legal/AcceptableUse/> Section 7(a) covers the CenturyLink HSI usage limit policy.

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

A: Contact a CenturyLink sales associate by phone or visit [www.centurylink.com](http://www.centurylink.com).