

CenturyTel of Northwest Arkansas, LLC

Letter to David Dykeman, Director, Public Utility Division

Re: PROMOTION

Company Information

Company Name: CenturyTel of Northwest Arkansas, LLC

Address: P.O. Box 4065
100 Century Park Drive

Address

Monroe

City

LA

State

71211-4065

ZIP Code

Contact Name: Tina Manning

Contact Phone: (318) 388-9857

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E-mail Address: tina.manning@centurytel.com

Promotion Information

Name of Promotion Business SAVE Promotions

Commission Rule Authorizing Promotion: PUD 165:55-5-10.2

PUD 165:56-5-9

This Promotion is being offered to:
(check all that apply)

Business

Residential

Beginning Date of Promotion September 1, 2009

Ending Date of Promotion December 31, 2009
March 31, 2010

Duration of Promotional Benefit: 122-

212 Days

Promotional offerings are intended to be limited-duration programs, not to exceed three hundred sixty-five (365) consecutive days, that are beneficial to the targeted and/or qualified customers. Promotional offerings are not intended to replace the reseller's obligation to seek approval of permanent rates and charges.

Terms and Conditions of Offering

Please list the terms and conditions of this promotional Offering

COMPETITIVE BUSINESS OFFER (One Bill Credit)

During the period September 1, 2009 through March 31, 2010, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit. The credit, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500

COMPETITIVE BUSINESS OFFER (Two Bill Credits)

During the period September 1, 2009 through March 31, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed 50% of the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 25
\$50.01 - \$100.00	\$ 50
\$100.01 - \$250.00	\$ 125
\$250.01 - \$500.00	\$ 250

BUSINESS SAVE OFFER

During the period September 1, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

*The benefits awarded under these promotions may not be combined with the benefits of any other currently available promotion.