



CenturyLink™

February 4, 2011

To: Mr. Jeff Mohlenkamp  
Nevada Department of Corrections  
Deputy Director Support Services  
PO Box 7011  
Carson City, NV 89702

Subject: Change in Collect Call Blocking Threshold

This memo serves as a mutual agreement between the Nevada Department of Corrections (“NDOC”) and Embarq Payphone Services, Inc. (“EPSI”), a subsidiary of CenturyLink, Inc., allowing EPSI to change its collect call threshold from \$100.00 to \$60.00 per month effective April 1, 2011.

The collect call threshold is a monthly credit limit equal to the dollar amount of calls called party can charge to their local phone bill in a one-month period before being required to provide payment.

This change is being made due to several factors in the industry. Local phone companies are increasingly de-emphasizing their collect billing offers to third party billers such as EPSI – increasing fees, slowing the time to settle charges, and allowing called parties to dismiss charges without consequences. This last observation increases the opportunities for called parties to fraud the system by “churning” phone numbers and writing off collect charges.

By lowering the collect call threshold EPSI decreases its financial exposure, and NDOC’s security exposure, to this type of activity. At the same time, we commit to minimizing the impact to end-users by:

- Not imposing a collect threshold on verified attorney numbers
- Allowing high-volume users with established credit histories to continue receiving calls at the higher collect threshold.

This change does not affect the intent of the scope of work, nor the obligations of EPSI to provide NDOC with revenue based on telephone commissions. Should this change during the period of the contract, both NDOC and EPSI will agree to meet, review, and reset the above threshold.

Paul Cooper, General Manager  
Embarq Payphone Services Inc.

2/4/2011

Date

Jeff Mohlenkamp, Deputy Director Support Services  
Nevada Department of Corrections

2/04/11

Date

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