



1025 Eldorado Blvd., Broomfield, CO 80021

CITY OF OCALA ELECTRIC
1805 NE 30TH AVE
BUILDING 500
OCALA FL 34470-4877

Invoice of Level 3 Communications, LLC, a CenturyLink company

Invoice

Page 1 of 5

Billing Account Number **1-YL3SY**
Invoice Number 752223148
Payment Due October 01, 2025
Invoice Date September 01, 2025

How to reach Lumen:
1-877-453-8353
Billing@Lumen.com

Manage your services your way

Manage your services online! View and pay your invoice, manage repair tickets, check order status and much more. To log in or register, go to <https://www.lumen.com/login/>.

You can also manage your invoices online with paperless billing to save both paper and time.

Bill-At-A-Glance

Previous Statement Balance	11,074.66
Payments	0.00
Credits/Adjustments	0.00
Amount Past Due	11,074.66

Current Charges	3,655.00
Finance Charges	109.66

Total Amount Due	USD	14,839.32
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*Your invoice reflects an amount past due. If you have not already done so, please pay **total amount due** in accordance with your payment terms.*

News You Can Use

Control Center gives you the ability to view, download, validate and analyze your invoices, manage billing disputes and requests, and pay your bills online. And with the new intuitive dashboard design, you have instant access to all of these features directly from your homepage. Visit <https://www.lumen.com/login/> today to learn more about all of the ways Control Center can help make your billing process faster and easier than ever before.



ACH TRANSFER INFORMATION
Wells Fargo Bank
Account# 4945097467
ABA# 121 000 248
Send in CTX, EDI820, or CCD+ ACH format with remit

Pay your bill online at: <https://www.lumen.com/login/>

Level 3 Communications, LLC
PO Box 52015
Phoenix, AZ 85072-2015

Remittance - We appreciate your business!

Name	CITY OF OCALA ELECTRIC
Billing Account Number	1-YL3SY
Invoice Number	752223148
Payment Due	October 01, 2025

Total Amount Due	USD	14,839.32
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Amount Enclosed:

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- Detach and enclose this portion with your payment
- Make check payable to Level 3 Communications, LLC
- Write the invoice number on the check
- Mail check to address noted in this Remittance section

251001 000000752223148 00000000000000173317 5 2 00001483932 1

1. What is PICC?

PICC can also be called Carrier Line Charge. The Federal Communications Commission (FCC) mandated that all long distance companies pay the local telephone company a monthly PICC on most of your telephone lines. This charge is passed to you and may increase or decrease from time to time.

2. What is the Federal Universal Service Fund Surcharge?

Federal Universal Service Fund Surcharge is the recovery of the amount due to the Federal Universal Service Fund. Universal service is a Federal Communications Commission (FCC) program designed to ensure affordable access to telecommunications services to low-income customers, rural areas, school and libraries, and rural healthcare facilities. The Federal Universal Service fund was established by Congress in order to promote and encourage telecommunications infrastructure and service availability nationwide. All telecommunications providers that offer interstate and international voice and data, private line, directory assistance and other regulated services in the United States are required by the FCC to contribute on an equitable and nondiscriminatory basis to the Federal Universal Service Fund.

3. What is the Cost Recovery Fee?

A Cost Recovery Fee allows Lumen to recover regulatory fees and expenses incurred by Lumen such as FCC regulatory fees, federal regulatory fees to fund programs, various State Public Utilities Commission (PUC) fees, various state business licenses, and various state annual regulatory fees.

4. What is the Property Surcharge?

A Property Surcharge allows Lumen to recover a portion of the property tax it pays to state and local jurisdictions.

5. What is the customer portal?

The customer portal provides you with convenient and secure billing options. You can:

- View, download and analyze your Lumen invoices
- Pay your invoices easily online with the option to set up recurring payments
- Submit and manage billing inquiries, disputes and requests
- Create standard and custom reports
- "Go green" by turning off your paper invoice

Need access to the portal? Visit <https://www.lumen.com/login/> for more information on how to register. For any questions related to the portal, email control.center@lumen.com or call 1-877-453-8353.

6. When is my invoice available online?

You can view your invoice in the customer portal approximately 3 to 5 days after your Invoice Date. Your Invoice Date is shown on the top right corner of your invoice.

7. What is a Prorate?

Some products and services are billed one month in advance. If you sign up for one of these services in the middle of your billing period, your charges for that time period will be less than a full month's charge. This partial month charge is called a prorate.

8. When is my invoice due?

Your invoice is due upon receipt unless payment terms are specifically identified in your Master Services Agreement. If the total amount is not paid on time, your account is considered past due. Failure to pay a past due amount is considered a material breach of contract and may result in suspension of service and subsequent termination of your service contract.

Level 3 Communications, LLC is a disregarded entity for U.S. federal tax purposes into Level 3 Financing, Inc. Federal Tax Id 47-0735805

9. How will credits appear on my invoice?

Credits will appear in the Credits section of the invoice. Credits are identified with brackets surrounding the amount.

10. What is a Payphone Surcharge?

The Payphone Surcharge compensates the payphone owner for the use of their phones. This surcharge is mandated by the FCC and applies to all completed calls placed from a payphone when using toll-free numbers or any similar access codes. These calls are identified with a "H" next to the call amount in the Usage Detail section.

11. What is a Minimum Usage Charge?

A Minimum Usage Charge is the difference between your monthly usage guarantee, as agreed upon in your Service Contract, and your monthly usage plus applicable monthly recurring charges. This charge will only appear on your invoice if your monthly usage falls below your monthly usage guarantee.

12. How do I submit a dispute?

If you have any questions or concerns about your invoice, please contact the Billing Inquiry Department at 1-877-453-8353, through the customer portal or Billing@Lumen.com. Lumen must be notified and receive a written explanation for the disputed charges within 30 days of the due date. The written explanation of the dispute must include the following information:

- Account name and number
- Date of invoice
- Amount of disputed charges
- Type of disputed charges
- Reason charges are being disputed

Upon our receipt of such notification and written explanation, we will begin investigating the reason the charges are being disputed.

Any unpaid charges will accrue late fees and the settlement of the late fees will be addressed upon the resolution of the disputed charges.

13. How do I submit a disconnect request?

Customer initiated disconnect requests can be submitted through

<https://www.lumen.com/login/> or
<https://www.lumen.com/help/en-us/disconnects.html>

Go to Products & Services > Order Status to submit your new request. The service(s) you request to be disconnected will have an estimated Bill Stop Date of 30 days from the received date of the request unless the requested date is greater than 30 days from the received date or your contract states otherwise.

Any subsequent requests for assistance or questions can be emailed directly to disconnects@lumen.com.

14. How do I use the Telecommunication Relay Service (TRS)?

To utilize the TRS system, simply dial 711. For additional information, consult the FCC website: <http://www.fcc.gov/cgb/dro/trs.html>

Level 3 Communications, LLC Tax ID: GST/HST#: 84539 3941 RT 0001 QST#: 1214162918



CITY OF OCALA ELECTRIC

CHARGE SUMMARY

Recurring Charges	3,655.00
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	0.00
Total Current Charges USD*	3,655.00

*Total Current Charges USD excludes finance charges

AGING

Current	7,310.00
0-30 Days	0.00
31-60 Days	3,709.83
61-90 Days	3,764.66
Over 90 Days	54.83
Amount Due	14,839.32

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Apr 01, 2025	732223978	3,655.00	0.00	(3,655.00)	54.83	54.83
Jun 01, 2025	740229104	3,655.00	0.00	0.00	109.66	3,764.66
Jul 01, 2025	744215074	3,655.00	0.00	0.00	54.83	3,709.83
Aug 01, 2025	748232614	3,655.00	0.00	0.00	0.00	3,655.00
Sep 01, 2025	752223148	3,655.00	0.00	0.00	0.00	3,655.00
		18,275.00	0.00	(3,655.00)	219.32	14,839.32

PRODUCT SUMMARY

Product	Amount	Taxes, Fees, Surcharges	Total
Product offered by North America, LLC - L3 Comm, a CenturyLink company			
IP and Data Services	3,655.00	0.00	3,655.00
Total Current Charges	3,655.00	0.00	3,655.00

LOCATION SUMMARY

Charge Type	Amount	Taxes, Fees, Surcharges	Total
3001 SE 36TH AVENUE, OCALA, FL			
IP and Data Services			
Recurring Charges	3,655.00	0.00	3,655.00
Total 3001 SE 36TH AVENUE, OCALA, FL	3,655.00	0.00	3,655.00
Total Charges	3,655.00	0.00	3,655.00



CITY OF OCALA ELECTRIC

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
1-YL3SY						
BDJC3255						
BBSH49817	Dedicated Internet Access (DIA)	Loc A: 3001 SE 36TH AVENUE, OCALA, FL				
	Access SEQ1 10GE LanWave Onnet	Loc Z: 7909 WOODLAND CENTER BOULEVARD, TAMPA, FL				
	Access 10 Gig LanWave - Wave Access (500-10,000)	RC Sep 01, 2025 - Sep 30, 2025	1	290.67	0.00	290.67
	[ASBDisplay] On Net					
BBSH49818	Dedicated Internet Access (DIA)	Loc A: 3001 SE 36TH AVENUE, OCALA, FL				
	IP Logical Flat Rate=Mbps	RC Sep 01, 2025 - Sep 30, 2025	1	3,364.33	0.00	3,364.33
BBSH49820	Dedicated Internet Access (DIA)	Loc A: 3001 SE 36TH AVENUE, OCALA, FL				
	IP Port 10 Gig LanWave - Wave Access (500-10,000)	RC Sep 01, 2025 - Sep 30, 2025	1	0.00	0.00	0.00
Total BDJC3255				3,655.00	0.00	3,655.00
Total 1-YL3SY				3,655.00	0.00	3,655.00



NOTICE OF RATE INCREASE: The monthly recurring charge (MRC) for most long distance calling plans not associated with a Price for Life or an active Price Lock offer will increase by up to \$2.00. If your plan is impacted, you will see the increase on your first bill on or after September 1, 2025. The new MRC, along with any applied discounts, will be reflected on your bill. Your payment method on file will be charged the new MRC unless you cancel your long distance calling plan before the date above. Otherwise, your continued use of this service tells us you accept the changes stated in this notification.