

Fill in this information to identify the case:

Debtor Anagram International, Inc.

United States Bankruptcy Court for the: Southern District of Texas
(State)

Case number 23-90902

Official Form 410
Proof of Claim

04/22

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. Do not send original documents; they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

Part 1: Identify the Claim

1. **Who is the current creditor?** CenturyLink Communications, LLC
Name of the current creditor (the person or entity to be paid for this claim)
Other names the creditor used with the debtor _____

2. **Has this claim been acquired from someone else?** No
 Yes. From whom? _____

3. Where should notices and payments to the creditor be sent?	Where should notices to the creditor be sent?	Where should payments to the creditor be sent? (if different)
	CenturyLink Communications, LLC Qwest Communications Company, LLC 1025 EL Dorado Blvd Attn: Legal-BKY Broomfield, CO 80021, United States Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)	Contact phone <u>7208881000</u> Contact email <u>Bankruptcylegal@Lumen.com</u>

Uniform claim identifier for electronic payments in chapter 13 (if you use one):

4. **Does this claim amend one already filed?** No
 Yes. Claim number on court claims registry (if known) _____ Filed on _____
MM / DD / YYYY

5. **Do you know if anyone else has filed a proof of claim for this claim?** No
 Yes. Who made the earlier filing? _____



Part 2: Give Information About the Claim as of the Date the Case Was Filed

6. Do you have any number you use to identify the debtor? No
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 0020 ____

7. How much is the claim? \$ 595.67. Does this amount include interest or other charges?
 No
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).
Limit disclosing information that is entitled to privacy, such as health care information.
Telecommunications

9. Is all or part of the claim secured? No
 Yes. The claim is secured by a lien on property.
Nature or property:
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.
 Motor vehicle
 Other. Describe: _____
Basis for perfection: _____
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)
Value of property: \$ _____
Amount of the claim that is secured: \$ _____
Amount of the claim that is unsecured: \$ _____ (The sum of the secured and unsecured amount should match the amount in line 7.)
Amount necessary to cure any default as of the date of the petition: \$ _____
Annual Interest Rate (when case was filed) _____ %
 Fixed
 Variable

10. Is this claim based on a lease? No
 Yes. Amount necessary to cure any default as of the date of the petition. \$ _____

11. Is this claim subject to a right of setoff? No
 Yes. Identify the property: _____



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,350* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$15,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)(____) that applies.	\$ _____

* Amounts are subject to adjustment on 4/01/25 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim entitled to administrative priority pursuant to 11 U.S.C. 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ _____

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 11/29/2023
MM / DD / YYYY

/s/Jessie Schafer
Signature

Print the name of the person who is completing and signing this claim:

Name Jessie Schafer
First name Middle name Last name

Title BMG BANKRUPTCY

Company Centurylink Communications, LLC.
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address _____

Contact phone _____ Email _____



KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 967-1781 | International (310) 751-2681

Debtor: 23-90902 - Anagram International, Inc.		
District: Southern District of Texas, Houston Division		
Creditor: CenturyLink Communications, LLC Qwest Communications Company, LLC 1025 EL Dorado Blvd Attn: Legal-BKY Broomfield, CO, 80021 United States Phone: 7208881000 Phone 2: Fax: Email: Bankruptcylegal@Lumen.com	Has Supporting Documentation: Yes, supporting documentation successfully uploaded Related Document Statement:	
	Has Related Claim: No Related Claim Filed By:	
	Filing Party: Creditor	
Disbursement/Notice Parties: Centurylink Communications Bankruptcy 220 N 5th St Bismarck, ND, 58501 United States Phone: 8444659489 Phone 2: Fax: E-mail: bmg.bankruptcy@Lumen.com DISBURSEMENT ADDRESS		
Other Names Used with Debtor:	Amends Claim: No Acquired Claim: No	
Basis of Claim: Telecommunications	Last 4 Digits: Yes - 0020	Uniform Claim Identifier:
Total Amount of Claim: 595.67	Includes Interest or Charges: No	
Has Priority Claim: No	Priority Under:	
Has Secured Claim: No Amount of 503(b)(9): No Based on Lease: No Subject to Right of Setoff: No	Nature of Secured Amount: Value of Property: Annual Interest Rate: Arrearage Amount: Basis for Perfection: Amount Unsecured:	
Submitted By: Jessie Schafer on 29-Nov-2023 9:11:04 a.m. Eastern Time Title: BMG BANKRUPTCY Company: Centurylink Communications, LLC.		

**Attachment to Proof of Claim filed by CenturyLink Communications, LLC
(f/k/a Qwest Communications Company, LLC)**

Account Name	Number	Claim Amount	Prepetition Dates
Anagram INTL	91140020	\$595.67	8/16/23 to 11/08/23

TOTAL \$595.67

Invoice copies are too voluminous to attach, but may be provided upon request.



PO Box 4918, Monroe, LA 71211-4918

ATTN: WES HUGHES
Anagram International, Inc.
7700 ANAGRAM DRIVE
EDEN PRAIRIE MN 55344

Invoice of CenturyLink Communications, LLC.

Invoice

Billing Account Number **91140020**
Invoice Number 656792738
Payment Due October 16, 2023
Invoice Date September 16, 2023

How to reach Lumen:
1-800-860-1020
care.inquiry@Lumen.com

Manage Services Your Way via Control Center

Register for paperless billing, view and pay your invoice, manage repair tickets, check order status and much more.

Bill-At-A-Glance

Previous Statement Balance	429.44
Payment Received - Thank You!	(429.44)
Credits/Adjustments	0.00
Balance	0.00
Current Charges	214.72
Total Amount Due	USD 214.72

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.

Your invoice may reflect changes to standalone port charges for monthly recurring charges from arrears to advance billing. Existing standalone port recurring charges billing in arrears will update to advance billing with future order activity.



ACH TRANSFER INFORMATION:
JPMorgan Chase Bank
Account# 754397883
ACH Routing # 071000013
Send in CTX, EDI820, or CCD+ ACH format with remit

Remittance - We appreciate your business!

Name Anagram International, Inc.
Billing Account Number 91140020
Invoice Number 656792738
Payment Due **October 16, 2023**

Total Amount Due USD 214.72

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

CenturyLink
PO Box 52187
Phoenix, AZ 85072-2187

Amount Enclosed:

Grid for amount enclosed: 10 columns, 1 row

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

065679273809114002021111000002147200000214728

1. What is LDLC?

LDLC (Long distance Line Charge). Business customers who are presubscribed to the Company for their domestic long-distance service, will be assessed an undiscounted per-line or per-derived channel Long Distance Line Charge on a monthly basis. This charge helps recover the Company's overall costs of providing long distance service. This charge is not a tax or government-imposed fee.

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.

CenturyLink Communications, LLC Federal Tax ID 04-6141739

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 care.inquiry@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>

Anagram International, Inc.

CHARGE SUMMARY

Recurring Charges	203.12
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	11.60
Total Current Charges USD*	214.72

*Total Current Charges USD excludes finance charges

AGING

Current	214.72
0-30 Days	0.00
31-60 Days	0.00
61-90 Days	0.00
Over 90 Days	0.00
Amount Due	214.72

PAYMENT DETAIL

Receipt Date	Applied Date	Applied To	Receipt Number	Amount
Sep 10, 2023	Sep 11, 2023	648704500	Lockbox Check 14645074138-CHK	(214.72)
Sep 10, 2023	Sep 11, 2023	652783529	Lockbox Check 14645074138-CHK	(214.72)
Total Payments				(429.44)

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Jul 16, 2023	648704500	214.72	0.00	(214.72)	0.00	0.00
Aug 16, 2023	652783529	214.72	0.00	(214.72)	0.00	0.00
Sep 16, 2023	656792738	214.72	0.00	0.00	0.00	214.72
		644.16	0.00	(429.44)	0.00	214.72

CHARGE SUMMARY BY ACCOUNT

Charge Type	Amount	Taxes, Fees, Surcharges	Total
156250205 Anagram International, Inc.			
RECURRING CHARGES	203.12	11.60	214.72
Subtotal Current Charges USD*	203.12	11.60	214.72
Total Current Charges USD*	203.12	11.60	214.72

*Total and Subtotal Current Charges USD excludes finance charges

TAXES, FEES AND SURCHARGES

	Federal / International	State	County	City	Other	Total
Fees and Surcharges						
Property Surcharge	0.00	11.24	0.00	0.00	0.00	11.24
Franchise Cost Recovery	0.00	0.36	0.00	0.00	0.00	0.36
Total Fees and Surcharges	0.00	11.60	0.00	0.00	0.00	11.60
Total Taxes, Fees and Surcharges	0.00	11.60	0.00	0.00	0.00	11.60

PRODUCT SUMMARY

Product	Amount	Taxes, Fees, Surcharges	Total
Product offered by CenturyLink Communications, LLC., a CenturyLink company			
156250205 Anagram International, Inc.			
IP and Data Services	Recurring Charges	203.12	11.60
Total 156250205		203.12	11.60
Total Current Charges		203.12	11.60



Billing Account Number **91140020**
Invoice Number 656792738
Invoice Date Sep 16, 2023

Anagram International, Inc.

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
91140020						
156250205 Anagram International, Inc.						
5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN						
Circuit ID: ETH100-24211206						
PK21036728	IP Solutions	Loc A: 5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN				
	Fiber+ Data Only	RC Aug 16, 2023 - Sep 15, 2023	3	203.12	11.60	214.72
	QoS	RC Aug 16, 2023 - Sep 15, 2023	1	0.00	0.00	0.00
	Pro Configuration	RC Aug 16, 2023 - Sep 15, 2023	1	0.00	0.00	0.00
	100 Mbps Internet IQ Port	RC Aug 16, 2023 - Sep 15, 2023	1	0.00	0.00	0.00
Total 156250205				203.12	11.60	214.72
Total 91140020				203.12	11.60	214.72

1. What is LDLC?

LDLC (Long distance Line Charge). Business customers who are presubscribed to the Company for their domestic long-distance service, will be assessed an undiscounted per-line or per-derived channel Long Distance Line Charge on a monthly basis. This charge helps recover the Company's overall costs of providing long distance service. This charge is not a tax or government-imposed fee.

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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.

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

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

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CenturyLink Communications, LLC Federal Tax ID 04-6141739

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

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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.

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

Anagram International, Inc.

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Usage Charges	0.00
Taxes, Fees and Surcharges	11.60
Total Current Charges USD*	214.72

*Total Current Charges USD excludes finance charges

AGING

Current	429.44
0-30 Days	0.00
31-60 Days	0.00
61-90 Days	0.00
Over 90 Days	0.00
Amount Due	429.44

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Sep 16, 2023	656792738	214.72	0.00	0.00	0.00	214.72
Oct 16, 2023	660697859	214.72	0.00	0.00	0.00	214.72
		429.44	0.00	0.00	0.00	429.44

CHARGE SUMMARY BY ACCOUNT

Charge Type	Amount	Taxes, Fees, Surcharges	Total
156250205 Anagram International, Inc.			
RECURRING CHARGES	203.12	11.60	214.72
Subtotal Current Charges USD*	203.12	11.60	214.72
Total Current Charges USD*	203.12	11.60	214.72

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TAXES, FEES AND SURCHARGES

	Federal / International	State	County	City	Other	Total
Fees and Surcharges						
Property Surcharge	0.00	11.24	0.00	0.00	0.00	11.24
Franchise Cost Recovery	0.00	0.36	0.00	0.00	0.00	0.36
Total Fees and Surcharges	0.00	11.60	0.00	0.00	0.00	11.60
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PRODUCT SUMMARY

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156250205 Anagram International, Inc.			
IP and Data Services	Recurring Charges	203.12	11.60
	Total 156250205	203.12	11.60
Total Current Charges		203.12	11.60



Billing Account Number **91140020**
Invoice Number 660697859
Invoice Date Oct 16, 2023

Anagram International, Inc.

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total	
91140020							
156250205 Anagram International, Inc.							
PK21036728							
5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN							
Circuit ID: ETH100-24211206							
	IP Solutions	Loc A: 5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN					
	Fiber+ Data Only	RC Sep 16, 2023 - Oct 15, 2023	1	203.12	11.60	214.72	
	QoS	RC Sep 16, 2023 - Oct 15, 2023	1	0.00	0.00	0.00	
	Pro Configuration	RC Sep 16, 2023 - Oct 15, 2023	1	0.00	0.00	0.00	
	100 Mbps Internet IQ Port	RC Sep 16, 2023 - Oct 15, 2023	1	0.00	0.00	0.00	
				Total 156250205	203.12	11.60	214.72
Total 91140020				203.12	11.60	214.72	

1. What is LDLC?

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- 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.

CenturyLink Communications, LLC Federal Tax ID 04-6141739

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 care.inquiry@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>

Anagram International, Inc.

CHARGE SUMMARY

Recurring Charges	203.12
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	11.60
Total Current Charges USD*	214.72

*Total Current Charges USD excludes finance charges

AGING

Current	429.44
0-30 Days	214.72
31-60 Days	0.00
61-90 Days	0.00
Over 90 Days	0.00
Amount Due	644.16

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Sep 16, 2023	656792738	214.72	0.00	0.00	0.00	214.72
Oct 16, 2023	660697859	214.72	0.00	0.00	0.00	214.72
Nov 16, 2023	664693823	214.72	0.00	0.00	0.00	214.72
		644.16	0.00	0.00	0.00	644.16

CHARGE SUMMARY BY ACCOUNT

Charge Type	Amount	Taxes, Fees, Surcharges	Total
156250205 Anagram International, Inc.			
RECURRING CHARGES	203.12	11.60	214.72
Subtotal Current Charges USD*	203.12	11.60	214.72
Total Current Charges USD*	203.12	11.60	214.72

*Total and Subtotal Current Charges USD excludes finance charges

TAXES, FEES AND SURCHARGES

	Federal / International	State	County	City	Other	Total
Fees and Surcharges						
Property Surcharge	0.00	11.24	0.00	0.00	0.00	11.24
Franchise Cost Recovery	0.00	0.36	0.00	0.00	0.00	0.36
Total Fees and Surcharges	0.00	11.60	0.00	0.00	0.00	11.60
Total Taxes, Fees and Surcharges	0.00	11.60	0.00	0.00	0.00	11.60

PRODUCT SUMMARY

Product	Amount	Taxes, Fees, Surcharges	Total
Product offered by CenturyLink Communications, LLC., a CenturyLink company			
156250205 Anagram International, Inc.			
IP and Data Services	Recurring Charges	203.12	11.60
	Total 156250205	203.12	11.60
Total Current Charges		203.12	11.60



Billing Account Number **91140020**
Invoice Number 664693823
Invoice Date Nov 16, 2023

Anagram International, Inc.

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
91140020	156250205 Anagram International, Inc.					
PK21036728	5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN					
Circuit ID: ETH100-24211206	Loc A: 5501 W OLD SHAKOPEE RD, MINNEAPOLIS, MN					
	IP Solutions					
	Fiber+ Data Only	RC Oct 16, 2023 - Nov 15, 2023	3	203.12	11.60	214.72
	QoS	RC Oct 16, 2023 - Nov 15, 2023	1	0.00	0.00	0.00
	Pro Configuration	RC Oct 16, 2023 - Nov 15, 2023	1	0.00	0.00	0.00
	100 Mbps Internet IQ Port	RC Oct 16, 2023 - Nov 15, 2023	1	0.00	0.00	0.00
			Total 156250205	203.12	11.60	214.72
Total 91140020				203.12	11.60	214.72