

August 16, 2010

Exhibit TJG-10

IOWA UTILITIES BOARD

SPU-2010-0006



August 10, 2010

Subject: My Account/WebRRS Access Changes for Legacy EMBARQ CLECs

Dear Legacy EMBARQ CLEC:

Effective today, CLECs utilizing "MyAccount" at [CenturyLink - MyAccount Login](#) for submission of a repair ticket into the WebRRS system, or Resale CLECs in Ohio/North Carolina utilizing MyAccount for on-line bill view, will be prompted to enter an account number.

Resale CLECs (Ohio/North Carolina) will enter the new Ensemble 9 digit account number. MyAccount for on-line bill view is available only to Resale CLECs in Ohio/North Carolina that have converted to the Ensemble billing system. Resale CLECs in Ohio/North Carolina will be able to view the on-line invoice; however, will not have access to the WebRRS functionality for an interim period of time.

All other CLECs, including Resale CLECs in all other states, UNE-Loop and LWS Complete CLECs, utilizing MyAccount for the WebRRS functionality will enter their existing "MyAccount" 13 digit account number (consecutive numbers: no dashes/spaces, etc). On-line bill view is only available to Resale CLECs in Ohio/North Carolina.

An error message will be received if the account number is not valid.

Should you have any questions regarding these changes, please contact your account manager or contact the NEAC at 1-800-578-8169 for assistance with MyAccount.

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