

Fill in this information to identify the case:

Debtor AgileThought, Inc.

United States Bankruptcy Court for the: _____ District of Delaware
(State)

Case number 23-11305

**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.

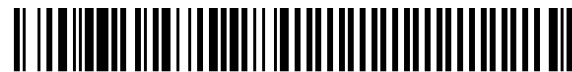
Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, 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

<p>1. Who is the current creditor?</p>	<p><u>Level 3 Communications, LLC a Centurylink Company</u> Name of the current creditor (the person or entity to be paid for this claim)</p> <p>Other names the creditor used with the debtor _____</p>	
<p>2. Has this claim been acquired from someone else?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. From whom? _____</p>	
<p>3. Where should notices and payments to the creditor be sent?</p> <p>Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)</p>	<p>Where should notices to the creditor be sent?</p> <p>See summary page</p>	<p>Where should payments to the creditor be sent? (if different)</p> <p>Centurylink Communications-Bankruptcy Centurylink Communications-Bankruptcy 220 N 5th Street, ND Bismarck, ND 58501, United States</p>
	<p>Contact phone <u>7208881000</u></p> <p>Contact email <u>See summary page</u></p>	<p>Contact phone <u>18444659489</u></p> <p>Contact email <u>bmg.bankruptcy@centurylink.com</u></p>
	<p>Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____</p>	
<p>4. Does this claim amend one already filed?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY</p>	
<p>5. Do you know if anyone else has filed a proof of claim for this claim?</p>	<p><input checked="" type="checkbox"/> No</p> <p><input type="checkbox"/> Yes. Who made the earlier filing? _____</p>	



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: 06E8 _____

7. How much is the claim? \$ 1,001.62. 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 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 09/15/2023
MM / DD / YYYY

/s/Laura Hill
Signature

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

Name Laura Hill
First name Middle name Last name

Title Credit/Collections Analyst

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

Address Centurylink Communications-Bankruptcy, 220 N 5th Street, ND, Bismarck, ND, 58501, United States

Contact phone 18444659489 Email bmj.bankruptcy@centurylink.



KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 548-5856 | International (781) 575-2073

Debtor: 23-11305 - AgileThought, Inc.		
District: District of Delaware		
Creditor: Level 3 Communications, LLC a Centurylink Company Centurylink Communications, LLC. 1025 El Dorado Blvd. Attn:Legal-BKY Broomfield, CO, 80021 United States Phone: 7208881000 Phone 2: Fax: Email: Bankruptcylegal@Centurylink.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 Centurylink Communications-Bankruptcy 220 N 5th Street ND Bismarck, ND, 58501 United States Phone: 18444659489 Phone 2: Fax: E-mail: bmg.bankruptcy@centurylink.com DISBURSEMENT ADDRESS		
Other Names Used with Debtor:	Amends Claim: No Acquired Claim: No	
Basis of Claim: Telecommunications	Last 4 Digits: Yes - O6E8	Uniform Claim Identifier:
Total Amount of Claim: 1,001.62	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: Laura Hill on 15-Sep-2023 12:45:07 p.m. Eastern Time Title: Credit/Collections Analyst Company: Centurylink Communications, LLC.		

Optional Signature Address:

Laura Hill
Centurylink Communications, LLC.
Centurylink Communications-Bankruptcy
220 N 5th Street
ND
Bismarck, ND, 58501
United States

Telephone Number:

18444659489

Email:

bmg.bankruptcy@centurylink.com

Billing Account Number
 Invoice Number
 Invoice Date

1-CFO6E8
 652129947
 Aug 01, 2023

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 1-877-253-8353.

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 1-877-253-8353, 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

Billing Account Number **1-CFO6E8**
 Invoice Number 652129947
 Invoice Date Aug 01, 2023

AGILETHOUGHT, INC.

CHARGE SUMMARY

Recurring Charges	934.93
Non-Recurring Charges	0.00
Usage Charges	0.00
Taxes, Fees and Surcharges	51.89
Total Current Charges USD*	986.82

*Total Current Charges USD excludes finance charges

AGING

Current	986.82
0-30 Days	0.00
31-60 Days	0.00
61-90 Days	1,016.42
Over 90 Days	14.80
Amount Due	2,018.04

PAYMENT DETAIL

Receipt Date	Applied Date	Applied To	Receipt Number	Amount
Jul 21, 2023	Jul 21, 2023	648187807	ACH ACHE:230721-14636167	(986.82)
Jul 21, 2023	Jul 21, 2023	644237969	ACH ACHE:230721-14636167	(986.82)
Total Payments				(1,973.64)

OUTSTANDING BALANCE

Invoice Date	Invoice Number	Invoice Amount	Credits/ Adjustments	Payments	Finance Charges	Total Amount Due USD
Feb 01, 2023	628188345	986.82	0.00	(986.82)	14.80	14.80
May 01, 2023	640169093	986.82	0.00	0.00	29.60	1,016.42
Jun 01, 2023	644237969	986.82	0.00	(986.82)	0.00	0.00
Jul 01, 2023	648187807	986.82	0.00	(986.82)	0.00	0.00
Aug 01, 2023	652129947	986.82	0.00	0.00	0.00	986.82
		4,934.10	0.00	(2,960.46)	44.40	2,018.04

TAXES, FEES AND SURCHARGES

	Federal / International	State	County	City	Other	Total
Fees and Surcharges						
Property Surcharge	0.00	51.89	0.00	0.00	0.00	51.89
Total Fees and Surcharges	0.00	51.89	0.00	0.00	0.00	51.89
Total Taxes, Fees and Surcharges	0.00	51.89	0.00	0.00	0.00	51.89

PRODUCT SUMMARY

Product	Amount	Taxes, Fees, Surcharges	Total
Product offered by North America, LLC - L3 Comm, a CenturyLink company			
IP and Data Services Recurring Charges	934.93	51.89	986.82
Total Current Charges	934.93	51.89	986.82

LOCATION SUMMARY

Charge Type	Amount	Taxes, Fees, Surcharges	Total
2502 N ROCKY POINT DRIVE, TAMPA, FL			
IP and Data Services Recurring Charges	934.93	51.89	986.82
Total 2502 N ROCKY POINT DRIVE, TAMPA, FL	934.93	51.89	986.82
Total Charges	934.93	51.89	986.82



Page 4 of 4
 Billing Account Number **1-CFO6E8**
 Invoice Number 652129947
 Invoice Date Aug 01, 2023

AGILETHOUGHT, INC.

SERVICE LEVEL ACTIVITY

Service ID	Description	Billing Period	Units	Amount	Taxes, Fees, Surcharges	Total
1-CFO6E8 BDFN6930						
BBRG73658	Dedicated Internet Access (DIA)	Loc A: 2502 N ROCKY POINT DRIVE, TAMPA, FL				
	Access GigE - Ethernet Switched Access (50-1,000) 200 Mbps ESA	RC Aug 01, 2023 - Aug 31, 2023	1	306.50	17.01	323.51
BBRG73659	Dedicated Internet Access (DIA)	Loc A: 2502 N ROCKY POINT DRIVE, TAMPA, FL				
	IP Logical Flat Rate=200Mbps	RC Aug 01, 2023 - Aug 31, 2023	1	628.43	34.88	663.31
BBRG73661	Dedicated Internet Access (DIA)	Loc A: 2502 N ROCKY POINT DRIVE, TAMPA, FL				
	IP Port GigE - Ethernet Switched Access (50-1,000)	RC Aug 01, 2023 - Aug 31, 2023	1	0.00	0.00	0.00
Total 1-CFO6E8		Total BDFN6930		934.93	51.89	986.82
				934.93	51.89	986.82