

To our valued CenturyLink customers:

As I continue to observe what's happening across the globe in response to the coronavirus outbreak, I'm compelled to share a few thoughts about our CenturyLink team, our customers and our communities. In my role, I'm often asked to speak about the strength of our network, which continues to perform as designed in response to increased internet traffic and video consumption worldwide. In this moment, however, what I'm so profoundly proud of is the power of our people.

I started in the telecom business more than 35 years ago, and I know what it's like to be on the front lines caring for customers. It's a privilege to serve others, which is why employee and customer safety remains one of my top priorities. We'll continue to run our business to support customers in the safest way possible.

The CenturyLink team is singular in our goal to continue meeting your needs now and in the future. While about 75 percent of our global workforce is working from home, we still have CenturyLink employees in the field selflessly providing essential services to keep your families connected and your businesses running so you can serve others.

We recently introduced Safe Connections, a new way to work that allows our technicians to complete critical installations and repairs while minimizing the need to enter homes and businesses. For our residential services, we've modified our processes so our technicians can complete exterior work as usual, while relying on our customers to complete interior work. For our business services, technicians are working with onsite contacts to ensure their safety and that of our customers' employees. As our business environments vary, techs are collaborating with customers on options such as scheduling work outside of business hours or finding other ways to access equipment rooms. This gives us flexibility to ensure we're supporting our customers while still adhering to recommended social distancing guidelines. We'll continue to engineer innovative ways to work together to keep you connected and all of us safe.

As a global company that serves not only individual customers and families, CenturyLink is also proud to support government and business customers. We're working around the clock and across the globe to share our expertise where it's most needed:

- We donated and installed high-speed broadband to the U.S. Naval Ship Mercy to power its 1,000-bed emergency hospital just hours after it arrived at the port of Los Angeles.
- In Washington and Oregon, we donated high-speed connectivity and are waiving fees for several emergency field hospital operations to serve coronavirus and non-coronavirus patients.
- We provided an emergency bandwidth upgrade to support increased remote access for 1.2 million students and 150,000 employees in a major U.S. city when schools closed.
- When a leading provider of remote videoconferencing services announced it would provide videoconferencing tools for free to K-12 schools, CenturyLink was there to provide the additional bandwidth, giving schools nationwide the ability to teach kids at home.
- We partnered with PCs for People to provide low-income individuals access to affordable technology during a time of extreme isolation.

Connections are so important right now – both technological and human – and we're proud our network is integral to services like remote video conferencing, which allows friends, families and colleagues to see each other across the street or around the globe without being near.

My commitment to you remains steadfast: We'll continue to protect the health and safety of our employees; to support customer needs with urgency and care; and to proudly embrace the challenges before us.

Thank you for being a CenturyLink customer. Stay well.

Jeff Storey, President & CEO