



## Our Statement to Keep Americans Connected

At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world's businesses can continue to run efficiently. We stand ready, willing and able to meet our customers' near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand. We will waive late fees and will not terminate a residential or small business customer's service through mid-May due to financial circumstances associated with COVID-19. For most customers, they do not need to [contact us](#) to ensure their service remains active. However, due to system limitations, our pre-paid customers may need to [contact us](#) if they are unable to access the internet due to a missed payment. In addition, we have committed to the FCC's 'Keep Americans Connected Pledge' outlining these actions. We are also suspending data usage limits due to COVID-19.

[Contact us](#)

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