

Employee and Customer Safety

On-Site Technicians and Customer Safety



Protecting customers and employees during the COVID-19 outbreak is a priority for CenturyLink. Our incredible technicians have a tough job, but we are prepared to meet the continuing challenges presented by the outbreak. We have taken several steps to help keep our customers and employees healthy and to minimize the spread of the virus.

What CenturyLink is doing to protect the health of our customers

- At this time, our technicians are only working orders that are directly related to keeping our customers connected via the internet or telephone – installs and critical repairs.
- Our field technicians have been instructed in hand washing and the proper use of hand sanitizers and wipes when they enter a customer's home or business to complete a work order.
- The Centers for Disease Control and Prevention has advised against the use of gloves and masks, and we are following that recommendation.
- Field technicians will also follow social distancing practices inside our customers' premises, keeping six feet of distance between people.
- Field technicians are closely monitoring their own health and that of their families and will not work if there is any suspicion that they have been exposed to or contracted COVID-19.
- While we take safety precautions to protect our customers, we also ask customers to ensure our technicians are not exposed to the risk of infection. You can reschedule any appointment.
- Field technicians will not enter a customer's premises if the customer says that within the past three days anyone in the home or office:
 - Is confirmed or presumed positive for COVID-19
 - Has COVID-19 symptoms
 - Is under a doctor's order to self-quarantine or self-isolate due to COVID-19 concern
- Field technicians who have any reservations about the safety of the home or office will complete any work that can be done outside the premises and reschedule the appointment for any work that needs to be done inside.

Employee Work From Home Policy



Our CenturyLink work from home policy related to the COVID-19 precautions is simple and human: If our people can work from home, they should. Our strategy is a global one, and applies to our people around the world. We're a tech company, and WFH has always been a capability that is part of our ongoing business continuity strategy.

In addition, we are successfully maintaining a complex balance for our workflow. We are one of the world's largest internet service providers and provider of critical telecommunications infrastructure, so our employees are carefully planning work-from-home decisions to ensure we can keep our customers and their customers connected. We know our customers are counting on us to keep our network running so our kids can continue to learn and the world's businesses can continue to run efficiently.

Internet service is vitally important to the world right now – and our technicians and service personnel are doing a terrific job working together to keep our service levels strong. The health of our employees, customers and partners is a top priority. We are working with employees who are needed on site and in the field to ensure they are minimizing risk to help remain well. Social distancing is definitely an actionable precaution for all of our workers, including those working on site and in the field, as well as anti-viral cleaning steps, all of which have been enacted.

Frequently Asked Questions

Q: What if I need a technician to come to my home or business for an install or repair?

A: If you need a field technician for on-premise install or repair, you'll get one. Our networks and people stand ready to serve our customers.

Q: What if business customers require on-site service due to increased traffic?

A: Our networks are engineered to manage anticipated increases in traffic, and our people stand ready to serve our customers onsite.

Q: What if I am not feeling well or feel I may be at risk from exposure to COVID-19?

A: If you have any doubts, please reschedule your appointment. We want to ensure the safety of everyone and help prevent the spread of the virus.

Q: Will we be asked to confirm if someone at the home or business has been exposed or is at risk before a technician enters a location?

A: Yes, out of an abundance of caution and in order to protect you and our field technicians, you will be asked if anyone in your home/workplace has COVID-19, is self-isolating or is being quarantined.

If so, we will reschedule the appointment for any work that needs to be done inside.