



To our valued CenturyLink customers:

Every day we wake up to new information about how coronavirus is affecting communities across the globe. Change is happening in real time, but the one thing that remains constant is CenturyLink's commitment to serve our customers now and in the future. We built our network with the belief that our ability to connect society and meet bandwidth demands are the cornerstones of our infrastructure. We stand ready, willing and able to meet your near- and long-term technology needs.

Like so many companies around the globe, CenturyLink has been closely monitoring the spread of the coronavirus and planning to minimize its potential impact to our people, our communities and our valued customers. We're maintaining a continuous state of operational readiness around the globe, with particular emphasis on the strength, performance and security of our network.

We take pride in the fact that we operate one of the world's largest and most interconnected networks. This allows us to support your most critical operational needs so your business keeps running and our families stay connected.

I'm also proud to share that we've taken the [Keep Americans Connected Pledge](#). This means that for the next 60 days, we've committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. We are also suspending data usage limits for consumer customers during this time period due to COVID-19.

We've been planning for unforeseen global scenarios for years, and I'd like to share some information about our preparedness and response to COVID-19:

- We've implemented policies to protect our people, customers and vendors, including a pause in non-essential business travel, enhanced cleaning and social distancing.
- We have a work-from-home plan in place to help care for our people while still ensuring our ability to effectively run the business.
- We have well-established partnerships with governments around the world and, as such, have been designated as a critical infrastructure partner, which prioritizes our network and services.
- Our network and services are monitored, managed and maintained virtually by technicians across the globe.
- Our Network Operations Center is constantly monitoring usage across our network. These teams can quickly add capacity, modify paths, and adjust traffic based on customer utilization.
- We are constantly reviewing, refining and updating our approach to the coronavirus to ensure business continuity and, ultimately, service to our customers.
- We are monitoring trusted information sources and communicating with the proper government agencies and contacts. To ensure our supply chain continues, we are working with suppliers around the world to ensure a coordinated response surrounding potential coronavirus impacts on our business.
- We're prepared to ensure traffic flows smoothly across our network, regardless of increased demand.

We will continue to adapt to your evolving needs during this extraordinary time in our history and have complete trust in the resilience of our people, our communities and our technology.

Stay well,
Jeff Storey, President & CEO

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For more information, go to centurylink.com.