

# 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 facing them each day. 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 working service installation / critical repair orders directly related to keeping our customers connected for voice, video and data services.

- Our technicians will perform installation and repair activities from outside the home or business where possible.
- We are aligning with the CDC recommendation on wearing cloth face coverings in public settings. All public-facing CenturyLink employees are strongly encouraged to protect themselves and customers with cloth face coverings where it is difficult to maintain social distancing guidelines.
- Our technicians have been instructed about hand washing and the proper use of hand sanitizers and wipes.
- Technicians will follow social distancing practices around our customers' premises, keeping six feet of distance between themselves and you or any other people while performing work at your home or business.
- Technicians are closely monitoring their own health and their families' health and will not work if they are experiencing any symptoms or 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.
- We will take all of the right steps to make sure your service is installed and operational. If we can not complete the installation or repair, we will reschedule the appointment when we can safely enter the home or business.



## 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:** Our technicians will perform installation and repair activities from outside the home or business where possible.

- For residential service, we'll complete any exterior work as usual and talk you through the interior work.
- For business service, we'll work with your onsite contact to find options for safe access to equipment rooms and closets while maintaining social distancing guidelines.

If we cannot complete your installation or repair, we will reschedule the appointment when we can safely enter your home or business.

**Q:** I'm a residential customer and am not sure that I feel comfortable completing the inside work. What then?

**A:** While the modified process is different, the technician will still complete all outside work, and much of the inside work from outside of your house. The goal is to fully complete your install and get you safely connected, and the technician will be partnering with you through the whole process.

**Q:** Will you come back to finish the job?

**A:** Our goal is to complete your installation so there is no need to return. Your technician will explain all install options and get your approval before completing your install.

**Q:** What if business customers require 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.

**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 to or is at risk before a technician is dispatched?

**A:** Yes, out of an abundance of caution and to protect you and our field technicians, you will be asked if anyone in your home/workplace has COVID-19 symptoms (e.g., fever, dry cough or shortness of breath), is confirmed, presumed or assumed positive for COVID-19, is self-isolating or is being quarantined. If you are a homeowner, we will need to reschedule your service if it cannot be completed from the outside. If you are a business, we will need to ensure that we can find a path to the service areas that is out of harm's way.