



Safe Connections Installation and Repair Partnership Process

Lumen Technologies and its family of brands (Lumen, CenturyLink and Quantum Fiber) is committed to the wellbeing of both our customers and our employees and is aligned with recommendations from the CDC to maintain health and safety. All public-facing employees are required to wear cloth face coverings where indicated by CDC guidelines and upon a customer's request, to protect themselves and our customers. To further protect both you and our employees from health and safety concerns, Lumen field technicians may need to perform installation or repair activities from outside the home or business. In this "partnership process," the technician completes any exterior work as usual while relying on your partnership to complete interior work. The technician will provide verbal assistance to complete the installation/repair. This includes but is not limited to the following scenarios:

1. **Use of Existing Wiring:** The technician will work with you to identify a usable wire from the side of the house to a wall jack inside. If found, the technician will call and walk you through the equipment installation from outside the home or office. Please remain inside your home.
2. **Installing New Wiring:** If the technician does not find usable wire, he or she will find or create a hole on the outside of the home or business to slide the wire through. If a hole is to be drilled, the technician will request your assistance to find the most suitable location. Once the hole is available, the technician will ask you to feed the provided wire from the inside to the outside of the home or business to the technician located outside.

The technician will then call you and walk through any remaining wiring activities as well as equipment setup from outside the home or office. If you prefer, you may create a hole for the wire instead of having the technician do it.

3. **Attached Garage Installation:** If inside wiring is not found and a hole is not available or cannot be reasonably created, the technician will complete the installation inside an attached garage. In preparation for the technician visit and to reduce the installation time, Lumen Technologies suggests you plan for the following:
 - a. Provide guidance to the technician about where a hole can be drilled to install wiring in the event existing wires are not usable
 - b. Feed a small cable through a hole in a wall from the inside to the outside of the structure, if new wiring is needed
 - c. Connect a wire from the wall jack to the equipment we provide and complete the setup with help from the technician over the phone
 - d. Be available to speak with the technician during the installation process for both wiring and equipment set up activities

Lumen Technologies is committed to delivering the best customer experience. If we cannot complete the installation or repair, any applicable installation charge will not apply until we can return and complete the installation/repair. With your help, we can collectively deliver the service quality expected and complete the installation in a timely manner.