

Frequently Asked Questions

Q: How does the new concession policy affect represented employees?

A: The new policy changes do apply to employees represented by a CenturyLink bargaining agreement. However, the policy does not apply to employees represented by a Qwest Collective Bargaining Agreement.

Q: Will current employees receiving concessions need to change anything?

A: No. Current employees are not required to change their existing services or concessions. If you decide to adjust your services later, you will need to choose from the offers available through the Employee Concession program at that time.

Q: Will I lose my current concessions if I move to a different physical address?

A: If you have voice-only service, you may be able to keep your current concession. If you have other services, you will not be able to keep your current concession but can apply for the offer available at that time.

Q: How do I enroll in AutoPay and paperless billing?

A: Enroll online via My Account or provide your bank information on the Employee Concession Request Form.

Q: What do I do if I want a paper bill?

A: Paperless billing is required for eligibility to receive concessions. Employees may print paper bills via My Account online.

Q: Do retirees qualify for concessions?

A: In many cases, yes. See the [policy](#) for more details.