

Mass Markets Employee Concessions Policy

Active Employees, Retirees and Managers
Consumer Accounts



General policy

CenturyLink's Employee Concessions Program, including **Telephone Concessions** and **Employee Discounts**, are benefits provided to employees and retirees to help familiarize them with the Company's products and services and to promote them to family and friends.

Telephone Concessions and Employee Discounts on select products and services are available to CenturyLink employees and retirees under the CenturyLink Employee Concession Program, subject to the following.

Eligibility: All active employees are eligible to participate in the CenturyLink Employee Concession Program upon completion of six (6) months of service with the company. Eligible employees who retire can participate. Contractors and vendors are not eligible.

Requirements:

- The CenturyLink residential account must be set up in the eligible employee's or retiree's name.
 - When two or more participants (employee or retiree) occupy the same household, and share the same CenturyLink services, only one monthly concession will be applied.
- CenturyLink postpaid services must be established.
 - Prepaid CenturyLink and Quantum Fiber services do not qualify.
- The account must be enrolled in AutoPay and Paperless Billing.

Telephone Concessions: Available in Legacy Qwest (L-Q) markets only

	Less than 30 years of service	30+ years of service and Retirees
CenturyLink Local Voice Service	50% off the main residential line	100% off the main residential line
CenturyLink Long Distance	50% off CenturyLink IntraLATA long distance	100% of CenturyLink IntraLATA long distance

Employee Discounts: Available in all CenturyLink markets

Under the Employee Discount program, active employees and retirees may receive a discount for products and services off certain monthly recurring and one-time charges. Discounts offered to CenturyLink employees are based on the serving platforms and geographic areas of employees' primary residences. Employee Discounts will not apply to promotional pricing available to customers. The Company may add, change, modify, discontinue, or eliminate the CenturyLink Employee Discount Program, at any time, at its sole discretion. Employee Discounts are in lieu of any L-Q Telephone Concession percentage reductions.

Products and Services: Products and services may vary based on the service location of the primary residence. Active Employees and Retirees may continue with their Telephone Concession and Employee Discounts, until such time as they authorize a change to their account or services; including a new bundle, internet speed, package, plan or move to a new address. When changes are made to the service, Telephone Concession and Employee Discounts account (including former eligible packages and bundles, additional/second lines, and other products and services) will be removed and Active Employees and Retirees will be required to comply with the current CenturyLink Employee Concession Program in effect.

Applying for concessions:

Contact us at 800-244-1111 to purchase or change your postpaid services.

Request concessions be added to your CTL account:

- Active Employees – Complete the Employee Concessions Application and forward it to the appropriate email address below. You will need your 9-digit Billing Account Number
- Retirees – Email the appropriate address below to request concessions be added to your account. Include your name, address and 9-digit Billing Account Number

Email address for your service area:

- Legacy Qwest Service Area – emp.disc@Lumen.com
- Nevada, Florida or any other Legacy CenturyLink Service Area – cs-empconcessions@Lumen.com

How to enroll in Auto Pay:

AutoPay is the most convenient way to ensure your bill is paid on time, every time. There are three easy ways to set it up — on the My CenturyLink website, in the app, or by mailing a paper form.

How to enroll in Paperless Billing:

Get all of your monthly billing information electronically when you sign up for paperless billing on the My CenturyLink website or in the app.

Frequently Asked Questions:

When is my concession request processed?

Employee/Retiree concession applications are processed within five business days. Employees can expect the concessions to be visible on billing statements within one to two months.

When does the concession benefit end?

The monthly concession ends in the case of any of the following:

- Telephone Concessions are removed if you move outside of the former Qwest 14-state service territory; however, you can apply for Employee Discounts if available.
- If you terminate employment, however, you can move to a retiree concession, if eligible.
- If the Lumen account is changed so that the bill is no longer in the employee's or retiree's name, not on AutoPay or receiving a paperless bill.
- If an account has 3 returned payments or more within last 12 months, concessions will be removed.

Contact information:

- For questions about this policy, open a ticket through HRconnect in SuccessFactors
- For questions about billing or to make service changes, call us at 800-244-1111
- For questions about Telephone Concession qualifications and/or application of Employee Discounts, email
 - Legacy Qwest Service Area – emp.disc@Lumen.com
 - Nevada, Florida or any other Legacy CenturyLink Service Area – cs-empconcessions@Lumen.com

At the discretion of the company, Lumen can amend, modify, or discontinue this policy, subject to the terms of the collective bargaining agreement. To the extent that there is any conflict between the provisions of this policy and any provision of a collective bargaining agreement, the collective bargaining agreement provision will control.

Concession is not an ERISA Plan: The Lumen Employee Concession Program is an employee discount program within U.S. Dept. of Labor Regulation 2510.3-1(e), "Sales to Employees," and accordingly is not an employee benefit plan for purposes of Title I of the Employee Retirement Income Security Act of 1974, as amended ("ERISA"). The Lumen Employee Concession Program provides a discount to Eligible Employees and Retirees on goods and services the Company provides to the public in the normal course of business.

U.S. Reserved Rights:

Lumen reserves the right to amend or terminate any employee policy – with respect to any or all classes of employees – without prior consultation with any employee, subject to any applicable laws and bargaining agreements. Lumen has the sole right and discretion to interpret and administer the terms of this Policy, including resolution of any questions regarding its scope, application or meaning. The decision of the Company shall be conclusive and binding on all persons.

HR use only:

Effective date: 05/03/18
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 Approval: Director of Marketing Ops
 Scope: Active Employees, Retirees and Managers