

General policy

The Lumen Employee Concessions Program offers **Telephone Concessions** and **Employee Discounts** to help employees and retirees learn about and promote the company's products and services.

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

Products and Services: Availability may vary by service location.

Active Employees and Retirees can keep their Telephone Concession and Employee Discounts until they change their account or services, such as adding a new bundle, internet speed, package, plan, or moving. Any changes will remove the previous concessions and discounts, and employees must comply with the current Lumen Employee Concession Program.

Employee Discounts for Quantum Fiber

\$10/mo off Any Quantum Fiber speed

- Only active employees are eligible for this offer.
- Lumen will verify employment; promotion ends if the employee leaves Lumen.
- Applies to Fiber monthly charges only; excludes Connected Voice, Equipment, and 360 Wi-Fi charges.
- A single-use promo code will be provided to the employee.
- Internet speed changes or upgrades do not affect the promotion.
- You will need to request a new promo code if you move.

How to request and use the Quantum Fiber Discount

Go to [My Support Desk](#) and request a unique promo code through the [Quantum Fiber Discount form](#).

- You'll get an email from Flow.DX@lumen.com with a one-time promo code and instructions. Look for the subject line "Quantum Fiber Employee Discount".

To use your Lumen Employee Discount in Quantum Fiber, follow these steps:

- If you are not yet a Quantum Fiber or CenturyLink Internet customer:
 - Go to q.com/employee to start your new service order.
 - Enter your promo code in the Promotional Code field on the Review Order Page.
 - The code will work when you check your address on any page on q.com.
- If you are currently a CenturyLink Internet customer and eligible for Quantum Fiber:
 - Go to q.com/transfer to start your transfer of service.
 - Enter your promo code in the Promotional Code field on the Review Order Page.
- If you are already a Quantum Fiber customer, call us at 877-208-2190 and we can assist you in applying your promo code to your account.

If you cannot use your promo code, please submit a new [Quantum Fiber Internet Employee Discount Request Form](#) via [My Support Desk](#) and use the Additional Information field at the bottom of the form to describe your issue.

Employee Concessions for CenturyLink Services

Eligibility

All active employees are eligible to participate in the Lumen 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

How to request CenturyLink Telephone Concessions

- If you are not a CenturyLink customer, call 800-244-1111 to purchase new services.
- For Current CenturyLink Customers:
 - **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.

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:	5/3/2018
Revision date:	1/29/2025
Owner:	Mass Markets
Approval:	Director of Marketing Ops
Scope:	Active Employees, Retirees and Managers who subscribe to CenturyLink or Quantum Fiber Services

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 the 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