

General Policy

The CenturyLink Service Concession Program for represented employees and retirees covered by a Qwest CWA or IBEW Collective Bargaining Agreement (“the Program”) provides certain discounts on CenturyLink residential local and long-distance services for the benefit of Program participants and their immediate families.

At the discretion of the company, CenturyLink 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.

Program eligibility and discounts vary by employee category. The three main categories covered in this document are:

1. Active Represented employees with less than 30 years of service
2. Active Represented employees with 30 or more years of service
3. Represented Retired or Retiring employees

Eligibility:

Eligible Employees must be an active occupational employee (Qwest CWA or IBEW represented employee) with at least six months of service with CenturyLink. Contractors and vendors are not eligible.

Eligible Retirees must be Eligible Employees who moved from active status to retired status (i.e. are service pension eligible). *Note:* Retirees are not eligible for the Active Program. Continued participation in the service concession program requires a change from the Active Program to the Retired Program.

Requirements:

All requirements must be met prior to applying for a Service Concession discount(s).

All eligible employees and retirees (new or existing) must:

1. Establish CenturyLink local voice and long-distance service within the Legacy Qwest 14-state region
 - a. May be standalone or bundled
2. Enroll in AutoPay and paperless billing. Click [here](#) for instructions to enroll.
 - a. Checking or savings only – no credit or debit cards
 - b. Changes may be submitted online via My Account
 - c. If you have no access to a computer or smartphone, you can opt out of paperless billing by calling the CenturyLink business office (listed on your CenturyLink bill)
3. Set up an account in the eligible employee’s or retiree’s name
 - a. When two or more participants (employee or retiree) occupy the same household, and share the same CenturyLink telephone service, only one monthly discount will be granted. Discounts may not be combined to receive a higher benefit

Cross Company Concessions:

Cross company concessions are available to all employees living in CenturyLink territory. This allows employees to receive the concession that is available within the service territory in which they reside, regardless of the employee’s legacy company, or other contractual concession agreements.

Concessions will be provided according to the concession offering available in the applicable service

territory where the employee resides. Concessions will be applied within the corresponding billing system, i.e. if the employee is billed through Ensemble, concessions will be applied in Ensemble.

Effective Feb. 28, 2014, Retirees will be eligible to receive cross company concessions but cannot retain their legacy company concessions if they elect cross company concessions. Legacy Qwest employees who retired prior to 1984 are not eligible to receive cross-company concessions.

Examples of cross company concessions:

- A CenturyLink Technology Solutions (Savvis) employee lives in a former Embarq territory, so the employee is eligible for the former Embarq concession offering billed on his Ensemble account
- A former CenturyTel employee lives within legacy Qwest territory, so the employee is eligible for the former Qwest concession offering billed on his CRIS account
- A former Qwest-represented employee retires after Feb. 28, 2014 and moves to a former Embarq territory in Florida, so the retiree is eligible for the former Embarq concession offering billed on his Ensemble account

Applying for Concessions

New Participants – Employees and/or Retirees (currently not receiving concessions):

- Order CenturyLink services online at www.centurylink.com or contact a Consumer Sales and Care agent at the number listed on the website. You will receive your Billing Account Number during either of the ordering methods selected. You may submit request for concessions after establishing an account.
- Complete the Represented Employee/Retiree Concession Application and forward completed application to:
 - Ensemble – cs-empconcessions@centurylink.com
 - Your assigned Billing Account Number is 9 digits (Example: 318388900)
 - CRIS – emp.disc@centurylink.com
 - Your assigned Billing Account Number is 13 digits (Example: 318-388-9000-011)

Existing Participants – Employees and/or Retirees – change current concessions:

Determine how account changes will impact your current concession discounts before approving changes.

- Order CenturyLink services online at www.centurylink.com or contact a Consumer Sales and Care at the toll-free 800 number located on your billing statement
- Complete the Represented Employee/Retiree Concession Application and forward completed application to:
 - Ensemble – cs-empconcessions@centurylink.com
 - Your assigned Billing Account Number is 9 digits (Example: 318388900).
 - CRIS – emp.disc@centurylink.com
 - Your assigned Billing Account Number is 13 digits (Example: 318-388-9000-011).

Discount Descriptions:

Active represented employees with less than 30 years of service

- Local Service – up to two basic local services billed together:
 - 50% off recurring charges of eligible local package for main residential line and calling features
 - 100% off activation/installation charges of discounted local products and services
- CenturyLink High-Speed Internet (HSI):
 - 50% off CenturyLink monthly Internet transport rate for eligible products
 - 20% off Internet Service Provider (ISP) monthly rate (CenturyLink Internet only)
 - 100% off activation charge (no discount on equipment or in-home installation)
 - 25% off CenturyLink @ Ease
 - 50% off of the Premium Services Learning Package and Variety Package
 - No discount for Pure Broadband (Standalone HSI)
- CenturyLink Long Distance (PIC/LPIC of 0236):
 - 50% off Employee Discount calling plan rate (OE3RM) at the rate of \$0.025 per minute
 - CenturyLink Internet and Home Phone Bundle
 - Employee Discount is allowed only on the BBBW 1-9 Bundles, which include the Home Phone Package without Long Distance (Package USOC PGOQW)

Active represented employees with 30 or more years of service

- Local Service – Up to two basic local services billed together:
 - 100% off recurring charges of eligible local package for main residential line and calling features
 - 100% off activation/installation charges of discounted local products and services
- CenturyLink IntraLATA Long Distance (LPIC 5123):
 - 100% discount --- Call must originate from a LQ exchange but can terminate anywhere in the LATA

Note: Active employees (30+ years) can opt-in to the Active Employee (less than 30 years) Discount Program in order to participate in HSI. Active employees (30+ years) who opt into the Discount Program cannot re-obtain 100% Local Service and IntraLATA Long Distance until retirement.

Retirees – Represented employees who have retired or are retiring

- Local Service---Up to two basic local services billed together:
 - 100% off recurring charges of eligible local package for main residential line and calling features
 - 100% off activation/installation charges of discounted local products and services
- CenturyLink IntraLATA Long Distance (LPIC 5123):
 - 100% discount ---Call must originate from a LQ exchange but can terminate anywhere in the IntraLATA in the U.S.A

When is My Concession Request Processed?

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

When Does the Concession Benefit End?

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

- If you move outside of the former Qwest 14-state service territory; however, you can apply for a cross-company concession as described above
- If you terminate employment; however, you can move to a retiree concession, if eligible
- If the CenturyLink 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 (without prior approval from the CenturyLink Business Office)

Contact Information

- For questions about this policy, email myHR@centurylink.com
- For questions about billing or to make service changes, call the Consumer Sales and Care contact number on your CenturyLink account invoice
- For questions about Employee Concession qualifications and/or application of discounts, email:
 - Ensemble – cs-empconcessions@centurylink.com
 - CRIS – emp.disc@centurylink.com

Concession is not an ERISA Plan: The CenturyLink 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 CenturyLink 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.

Reserved Rights

CenturyLink reserves the right to amend or terminate any of the employee policies, including but not limited to Employee and Retiree Service Concessions, with respect to all classes of employees – without prior notice to or consultation with any employee, subject to applicable laws and if applicable, the collective bargaining agreement. If the policy is changed, modified or terminated, there is no entitlement with regard to its terms prior to its change, modification or termination. *The company, and its delegate(s), has the right and discretion to determine all matters of fact or interpretation relative to the administration of this policy—including questions of its application, interpretations of the provisions and any other matter. The decisions of the company and any other person or group to whom such discretion has been delegated, shall be conclusive and binding on all persons.*

HR Use Only:

Revision Date: 05/03/18
Owner: Consumer Markets
Approval: VP Consumer Markets
Scope: Qwest CWA or IBEW Represented US Employees