

Applicability

This policy applies to all U.S.-based CenturyLink employees and eligible retirees who live in a CenturyLink service territory and are not (or at the time of retirement were not) represented by a Qwest collective bargaining agreement (“Eligible Employees and Retirees”). Benefits granted under this policy do not automatically continue with an individual if they move outside a CenturyLink service territory.

At the discretion of the company, CenturyLink can amend, modify or discontinue this policy. 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.

General Policy

CenturyLink’s service concession program is offered through discounts for products and services available in a CenturyLink service territory.

Voice and High-Speed Internet (HSI) services fall under the CenturyLink Price For Life program, meaning that the employee’s Price For Life monthly service rate will never change unless you choose to make a change to your plan, you change service addresses, or you’re an active employee and do not meet the Rule of 70 when you leave the company. Click [here](#) for Voice and HSI Price for Life offers.

If you are enrolled in concessions prior to May 3, 2018, you may keep your current concessions. However, if you change your services, apply for the new concession program, or move to a new address any time after May 3, 2018, you may not be able to revert to your prior concession offer.

Eligibility and Requirements:

All requirements must be met prior to applying for an employee concession discount(s).

All Eligible Employees and Retirees (new or existing) must:

- Be in a “regular” full-time or part-time status.
 - Temporary employees and contract workers are not eligible.
- Enroll in AutoPay and paperless billing. Click [here](#) for instructions to enroll.
 - Checking or savings only – no credit or debit cards
 - Changes may be submitted online via My Account
 - 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)
- Set up an account 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 telephone service, only one monthly discount will be granted. Discounts may not be combined to receive a higher benefit.

Retirees:

- **Employment ended on or after May 3, 2018**
 - The Rule of 70 Policy applies: the completed years of service and age at time of termination must equal at least 70 when added together.
 - Applies for employees who leave the company due to retirement, reduction in force, disability or voluntary resignation.
 - The employee must have at least 10 years of service (based on most recent hire date or adjusted service date, whichever is greater) to be eligible for retiree concessions.
 - Employees who are terminated for cause are not eligible for retiree concessions.

Consumer Marketing Policy

Employee and Retiree Service Concession

NON-Qwest CWA or IBEW Represented



- **Employment ended before May 3, 2018**

- The policy in effect at the time of retirement or termination of employment applies.

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 Non-Represented Employee Concession Application and forward completed application to:
 - Ensemble – cs-empconcessions@centurylink.com or fax 1-866-689-5582
 - Your assigned Billing Account Number is 9 digits. (Example: 318388900)
 - CRIS – emp.disc@centurylink.com or fax 1-800-427-4816
 - 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 appropriate Employee & Retiree Concession Application based on your service/billing territory:
 - Ensemble – cs-empconcessions@centurylink.com or fax 1-866-689-5582
 - Your assigned Billing Account Number is 9 digits. (Example: 318388900).
 - CRIS – emp.disc@centurylink.com or fax 1-800-427-4816
 - Your assigned Billing Account Number is 13 digits (Example: 318-388-9000-011).

When is My Concession Request Processed?

Employee and Retirement Concession applications are processed within five business days. Employees and retirees can expect the discounts to be visible on billing statements within 1-2 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 a CenturyLink service territory
- If you terminate employment and do not meet the “Rule of 70” criteria defined above
- 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)
- If you change your services, apply for a different concession program, or move to a new address

Surviving Spouse/Domestic Partner Benefit

In the event of an active employee's death, CenturyLink provides the eligible surviving spouse/domestic partner the monthly concession discount for up to six months, in accordance with the Survivor Benefit Plan. The CenturyLink account must first be changed to be in the surviving spouse/DP's name.

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

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: