Additional Information Regarding CenturyLink's COVID-19 Response

Question	Response
Will you be following an existing emergency response plan, or does a new plan have to be developed? If it's the latter, what's the timeline for its completion?	We have a global pandemic plan led by regional teams to manage issues locally.
What changes, if any, are being considered based on the current situation being a pandemic and not weather related?	Currently, our global plan is in effect. We have briefed CenturyLink's board of directors and have taken precautionary measures (varied by location and the severity in the region) that include: identification of critical functions and employees, emphasizing the need for enhanced personal hygiene (hand washing, cough/sneeze etiquette) practicing social distancing by staying home if ill and encouraging virtual meetings; requiring our employee visitors to sign in to facilities so we can responsibly track contact; suspending business travel to business critical only and instituting a self-quarantine policy for 14 days minimum for employees that have traveled to countries significantly impacted by coronavirus. We have established a risk register for our employees to track both travel and sickness. We have increased the cleaning of our facilities. Visitor records are being maintained for contact tracing, and we are asking customers to minimize visits where possible.
If requests from customers are being prioritized, how is this being done, e.g. installations vs. outages.	New service delivery may be impacted if personal quarantine mechanisms are put in place by governments, potentially limiting field technicians ability to travel to facilities to install services. Under these circumstances, CenturyLink will prioritize emergency provisioning similar to natural disaster situations (e.g. 911, hospitals) but dependent on proper access to the site.
Are employees being informed of the company plans, virus prevention, policy information and answers to frequently asked questions they may receive from consumers?	Yes

Do you anticipate any disruption of service to customers? If so, what steps are you taking to minimize the impact of such disruptions?	Currently, the risk to network and service continuity to our customers is minimal. CenturyLink's network and services are monitored, managed, and maintained virtually by technicians across the globe. Our Network Operations Center is constantly monitoring usage across our network. These teams can quickly add capacity, modify plans, and shape traffic based on customer utilization. We have well-established partnerships with governments around the world and as such have been designated as a critical infrastructure partner. This positioning ensures our network and services a heightened priority in terms of maintaining stability and responding to outage conditions. In the event of service issues in high risk areas, we plan to coordinate with the appropriate governmental officials to restore service as quickly as possible while minimizing risk.
Based on the confirmed cases in your area, are you continuing to evaluate your plans?	CenturyLink is maintaining a continuous state of readiness around the globe. We are prepared to quickly assess and respond should COVID-19 become a threat to any region. The very nature of a pandemic outbreak is unpredictable. As such, we are constantly reviewing, refining and updating our approach to the coronavirus to ensure business continuity and ultimately service to you, our customer.
Are you educating your personnel about the increased potential for phishing emails related to coronavirus and how they could pose a cyber security risk to the company?	Yes
What specific steps are being taken to prevent transmission of the virus within the company; employees that interact with the public (e.g. field operations); other?	CenturyLink has taken precautionary measures (varied by location and the severity in the region) that include: identification of critical functions and employees, emphasizing the need for enhanced personal hygiene (hand washing, cough/sneeze etiquette) practicing social distancing by staying home if ill and encouraging virtual meetings; requiring our employee visitors to sign in to facilities so we can responsibly track contact; suspending business travel to business critical only and instituting a self-quarantine policy for 14 days minimum for employees that have traveled to countries significantly impacted by coronavirus. We have established a risk register for our employees to track both travel and sickness. We have increased the cleaning of our facilities. Visitor records are being maintained for contact tracing, and we are asking customers to minimize visits where possible.
Is travel being restricted within South Carolina; outside of South Carolina? If so when does it take effect, and for how long?	We have suspended business travel to business-critical only and instituted a self-quarantine policy for 14 days minimum for employees that have traveled to countries or regions significantly impacted by coronavirus.