# Utah’s Telecommunication Industry and COVID-19

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# As a critical infrastructure provider CenturyLink prepares regularly for situations like this

- Networks are built with “headroom” architecture to support spikes in network traffic
- Full pandemic plans were developed a decade ago
- Our global IP backbone network is one of the most deeply-peered and well-connected networks in the world
- The network’s performance is constantly monitored and maintained by our NOC (Network Operations Center) and technicians across the globe

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# Keep Americans Connected

- Waiving late fees
- Will not suspend or disconnect residential services due to financial circumstances related to COVID-19
- Suspending data usage limits due to COVID-19
- Lifeline discounts for telephone or broadband services for qualifying customers

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# Supporting our Small Businesses

- Waiving late fees and suspending service terminations due to financial circumstances associated with the COVID-19 pandemic. This is part of our commitment to the FCC's Keep Americans Connected Pledge
- Suspending all data-usage limits
- Providing free emergency call-forwarding to ensure that businesses critical phone calls can be received on alternate lines

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# Safe Connections

- We've modified our processes so our technicians can complete exterior work as usual, while relying on our customers to complete interior work
- For our business services, technicians are working with onsite contacts to ensure their safety and that of our customers' employees. As our business environments vary, techs are collaborating with customers on options such as scheduling work outside of business hours or finding other ways to access equipment rooms
- This gives us flexibility to ensure we're supporting our customers while still adhering to recommended social distancing guidelines

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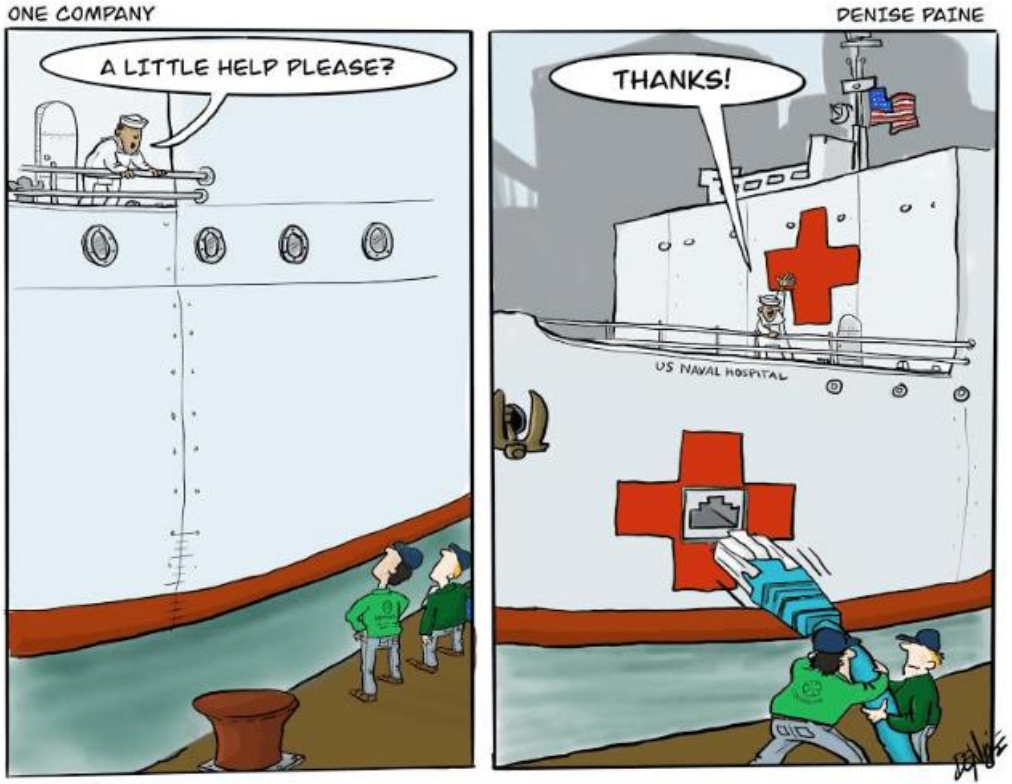
# How we are helping our communities





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# How we are helping our communities

- Donated, installed high-speed connectivity to Naval hospital ship USNS Mercy
- Donated high-speed connectivity and waived fees for field hospitals in Seattle and in Oregon
- Donated internet access up to 100 Mbps to Hospital Posadas in Argentina
- Partnered to provide critical protective supplies in Hong Kong
- Raised thousands of dollars to purchase needed supplies in Singapore

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# How we are helping our communities

- Employee Joshua Tannehill established the “Cajun Grocery Army,” a volunteer organization that assists senior citizens with their grocery shopping needs during the pandemic
- CenturyLink Donates $25,000 to PC for People to further digital equity efforts.
- CenturyLink COVID Relief Campaign
  - Corporate matching gift of up to $300,000 to support:
    - Frontline healthcare workers and first responders
    - Food and other basic needs for the most vulnerable populations
    - Support to small businesses and their employees and families

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# How we are helping our employees

- The company authorized up to 80 hours of emergency, excused, paid time off (PTO) to all U.S. employees (this has recently been extended by the company through Sept. 1)
- CenturyLink has provided other immediate relief and protection for employees, including:
  - 75% of global employee population working from home
  - Short-term disability benefits to new employees
  - Technicians have full support to do jobs safely
  - Ensuring social distancing, limited travel, and instituted virtual meeting standards
  - Rapidly sourced disinfectant wipes, face coverings, and hand sanitizer for technicians

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# How we are helping our employees

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