
Coronavirus FAQs

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Management

Should I tell my employees to work from home?

We have implemented work from home for eligible roles. Please contact your vice president to understand which roles are eligible.

Should I cancel all in-person meetings? For how long?

Everyone should evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, limit participants to 10 or fewer effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions. Good social distancing practices should be used for any business-critical in-person meetings that must be held.

When will I know the timing for me personally to WFH?

Your vice president will communicate work from home timing.

What if my manager does not allow me to WFH even though I am able to?

We have implemented work from home for eligible roles. Every role may not have the ability to work from home effectively. Please contact your vice president you have concerns about your ability to work from home. If you have special circumstances or concerns, please contact HRconnect.

How far in advance should I plan for these arrangements (e.g., canceling large meetings in the coming quarter)?

We will reevaluate based on the current conditions.

Can I direct my contractor to WFH?

We are currently implementing work from home for eligible roles. You should evaluate if your contractor's role can be done remotely and if they have the technology capability in order to do so effectively. Your vice president will communicate more information about working from home for eligible employees in your organization.

We have a team meeting that will exceed the 10-person limit. Should we still hold the meeting?

Please evaluate options to use our current technologies before scheduling in-person meetings. If an in-person meeting is needed, please limit participants to 10 or fewer, effective immediately. In-person gatherings of more than 10 people require approval by a vice president or above. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

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Benefits

How long will CenturyLink continue to pay PTO/leave for sick employees?

Due to these extraordinary circumstances, CenturyLink has established emergency PTO that can be used for up to 80 hours for COVID-19-related illnesses. Our standard paid and unpaid leave plans also remain in place. In the U.S., STD claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days). STD leaves may be approved for up to the limit specified by your plan. See the [STD page](#) in InsideLink for details. Employees outside of the U.S. should consult their local laws and policies.

Who is eligible to use emergency PTO related to COVID-19?

All full-time U.S. employees who are represented by a union or eligible for PTO can use emergency PTO related to COVID-19. Employees eligible for FTO do not need to code or use time differently than the standard policy specifies. Part-time employees are eligible for emergency PTO, but the amount will be pro-rated based on their part-time schedule.

For which reasons can I use emergency PTO related to COVID-19?

With manager approval, emergency PTO can be used to cover time taken off for these reasons:

- Employees who take time off due to COVID-19-related illness or quarantine, before they are eligible for STD.
- Employees who are unable to work from home if the company closes their office.
- Employees considered at high-risk of serious illness due to underlying health conditions who are unable to work from home.
- Employees who need time off due to school and daycare closures.
- Employees who need to care for others diagnosed with COVID-19.

Emergency PTO days do not need to be taken consecutively.

Do I have to use all my normal PTO before I can use the emergency PTO?

No, but your manager must approve emergency PTO and ensure it is related to the specific COVID-19-related reasons defined.

Will I be able to roll over my emergency PTO to use at another time?

No, emergency PTO is only available due to the extraordinary circumstances related to COVID-19. CenturyLink will determine when we no longer use the emergency PTO hours. Employees should only use the emergency PTO hours if they meet the listed criteria and need to use it.

If I'm sick, do I have to use short-term disability, or can I work from home as I'm able and use PTO/FTO for the rest of the time?

For COVID-19-related illnesses, you can use emergency PTO for absences up to five consecutive days, and during the short-term disability (STD) waiting period for any COVID-19-related illness. In the U.S., STD claims should be opened for illnesses lasting more than five consecutive business days (seven calendar days). Emergency PTO can be used for more than one period, if needed. If you can work from home effectively, there's no need to take PTO.

For non-COVID-19-related illnesses, use your normal PTO.

I have less than one year of service. Do I qualify for STD?

During these extraordinary times, we have temporarily waived the one-year service requirement to be eligible for our STD plan for COVID-19-related illnesses only. Contact Sedgwick to file a claim if you will not be able to work more than five business days.

What is the company's guidance for employees who have FTO instead of PTO?

For employees on FTO, all time off must still be communicated to and approved by your manager. Any time off in excess of two consecutive weeks must be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

As an FTO-eligible employee, does the 80-hour emergency PTO policy affect me? Does this mean I need to track my FTO? Do I get to use the 80 hours?

Employees who have Flexible Time Off (FTO) should continue to apply the standard policy guidelines during this time and use FTO as necessary for COVID-19-related absences. Emergency PTO does not apply to them. Managers must still approve FTO time taken and absences longer than two weeks should be approved by your manager's manager. In the U.S., short-term disability (STD) claims should be opened for illnesses lasting longer than five consecutive business days (seven calendar days).

What other resources are available to me?

If you work in the U.S. and need additional assistance during this time, CenturyLink provides an Employee Assistance Program (EAP) that offers confidential professional counseling, education, and referral services to you and your family for a variety of problems. You can contact the EAP 24 hours a day, 365 days a year by calling 1-800-803-3737 (EAP) or visiting centurylink.com/eap. (Scroll to the bottom of the EAP homepage and select "Contact us.")

Our EAP offers a variety of webinars and podcasts covering specific topics related to the complex issues surrounding COVID-19. Sign up for webinars at <https://clientresources.beaconhealthoptions.com/eap-workshops/>. You can also find additional podcasts and resources on this page.

Employees outside the U.S. should consult local benefit programs.

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Policy

Will a telecommuting agreement be required for those working from home during this period?

Due to the temporary nature of this situation, we are not requiring telecommuting agreements for employees working from home. We currently plan for these guidelines to be in place for the next 30 - 45 days. Then we will reevaluate based on the current conditions.

Will CenturyLink reimburse my phone and internet while I'm working remotely? What if I need to upgrade my internet speed in order to accommodate working from home?

CenturyLink is not currently reimbursing phone and internet costs to work remotely outside of our standard wireless stipend policy and approvals. Employees eligible to work from home are responsible to ensure they have the appropriate technology to do so effectively. CenturyLink will not reimburse internet speed upgrades that may be needed. If you are an employee in California, you will be provided instructions on how to submit your eligible expenses as required by law.

What if I do not have a dedicated home office? Do I need to have an office or is any workspace sufficient?

During this temporary situation, you are not required to have a dedicated office at home. However, to be eligible to work from home, you do need a workspace and technology capabilities needed to perform your work effectively.

Our telecommuting policy says that working from home is not a substitute for childcare. If I'm caring for a child due to school closures, do I need to take PTO, or can I still work from home?

Ordinarily, working from home isn't suited for people caring for others full time. However, during the COVID-19 outbreak, we recognize there may be situations in which you do not have alternatives to care for your family. In these circumstances, we will be flexible with your role to try and balance the needs of the business with the personal support you need. If this applies to you, please discuss the situation and working arrangements with your manager.

If I am designated to work from home but want to go to the office to pick up files or equipment, may I do so? Do I need to tell anyone beforehand?

Our offices currently remain open during this period. Please work with your manager if your role is designated to work from home and you need to return to the office for files or equipment.

What if I don't have internet access at my house?

To be eligible to work from home, you must have the technology capabilities to do so effectively. If you do not, your role will not be eligible to work from home and you will need to work from your office.

Can I adjust my normal working hours to work earlier or later in the day?

We realize some employees may need additional work flexibility at this time. Please work with your manager on specific requests to modify your work schedule. Your manager may require you be available during a core set of working hours to ensure work can be completed effectively.

What will CenturyLink do if an employee refuses to come to work (e.g., the person has a compromised immunity system due to a condition like cancer and feels at risk being around others)?

Employees who feel they are at higher risk during this time should work with their manager and leadership to determine if they are eligible to work from home or for another accommodation. Employees who are not eligible for either of these things should use Emergency PTO or FTO to cover any COVID-19-related absences at this time.

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Payroll

Is there a special code I should code emergency PTO taken related to COVID-19?

Yes, payroll has released a specific time code (9998 – Emergency Leave) to ensure you are paid correctly and the time can be tracked for this purpose. Your manager must approve time entered under this code to ensure it is used properly. Please work with your manager to ensure you code your time correctly.

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