

Lumen FAQs

Will Jeff Storey continue to lead Lumen? What about CenturyLink?

- Jeff Storey is the President and CEO of Lumen, which encompasses our three brands, Lumen, Quantum and CenturyLink.

Brand and Purpose

Are there any senior leadership changes as part of this rebranding?

- No

Brand and Purpose

Why decide to change the company's enterprise brand to Lumen?

- The 4th Industrial Revolution has dramatically changed the business landscape and what our customers demand from us.
- The rapidly accelerating adoption of next-generation technologies and applications is creating an unprecedented need for a new kind of application delivery architecture – designed specifically to handle the complex and data-intensive workloads characteristic of the 4th Industrial Revolution.
- We have continued to build and invest in capabilities to meet these new customer needs, but we are now at a transformational point where our value proposition in the market must also change. We are changing the brand of our enterprise business to acknowledge this critical shift.

Brand and Purpose

Why choose to separate the B2B and B2C?

- In this dynamic data-driven environment, the business landscape is changing rapidly, and we felt it was crucial to differentiate our brands to illustrate our commitment to providing the advanced application platform necessary to support the next-generation technologies businesses need to innovate and differentiate their services amidst the 4th Industrial Revolution.

Brand and Purpose

Are you worried about losing that name recognition you had with CenturyLink on the business side?

- While CenturyLink is a strong brand with a rich history of successfully delivering services for both consumers and businesses, we are confident that Lumen will quickly differentiate itself as the fastest, most secure platform for next-generation applications and data.

Brand and Purpose

What is the purpose/vision/mission of Lumen?

- The core purpose of Lumen is to further human progress through technology, and nowhere is this opportunity more apparent than in the 4th Industrial Revolution.
- We believe humanity is always at its best when it produces innovative technologies that advance the ways we live and work.
- In support of this platform and our purpose of furthering human progress through technology, the mission of Lumen is to deliver the world's best customer experience for networking, edge cloud, security, and collaboration solutions that will power business applications.

Brand and Purpose

What does this mean for residential customers? Will they continue to receive service from CenturyLink?

- CenturyLink residential customers will not be impacted by this change and will continue to receive the same exceptional service experience they have come to expect.

Brand and Purpose

Are you still considering selling the consumer side of the business?

- We will consider all opportunities that could be accretive to shareholder value.

Brand and Purpose

Was the change approved by the Board of Directors?

- Our board fully supports this change and is excited for the new opportunities ahead.

Brand and Purpose

Will you be separating your network assets as part of this move?

- No, we will continue to maintain our powerful combination of extensive network assets as a foundational pillar of our advanced platform for applications and data.

Brand and Purpose

How does this affect the existing CenturyLink brand? Does CenturyLink still exist? Will it be separate from Lumen?

- The CenturyLink brand will live on focused on residential and small business customers in certain markets, maintaining the same uncompromising dedication to providing exceptional connectivity and customer service.

- You will continue to see the CenturyLink brand on some small business and residential-facing equipment and service support.

Brand and Purpose

Does Lumen have a different company history from CenturyLink?

- With the launch of Lumen, CenturyLink's venerable history has become an important piece of the overall Lumen story.

- Lumen is a company rooted in a rich historical legacy that stretches back nearly 100 years, unifying approximately 30 different companies and extensive global infrastructure. This vast collection of talent, experience, assets, and capabilities has been brought together to create a new kind of company designed specifically to address the dynamic data and application needs of the 4th Industrial Revolution.

Brand and Purpose

What constitutes a "new kind of application delivery architecture" and how will that be achieved and continuously improved?

- "A new kind of application delivery architecture" means rethinking the nature of application delivery from a traditional cloud vs premises-based dichotomy to one that prioritizes application storage locations based on performance requirements, enabling adaptive data workloads, cloud and edge connectivity, connected security for location-agnostic protection, and collaboration tools that enhance productivity. These core infrastructure elements are the foundation for the Lumen Platform and are continuously monitored for optimal application performance and evaluated for future strategic investment requirements.

Brand and Purpose

What does this mean for small business customers?

- Small business customers will continue to receive an exceptional experience for their connectivity and voice services, as well as customer support under the CenturyLink brand.

Brand and Purpose

Why choose the name Lumen? What does it mean?

- Lumen is The Platform for Amazing Things and represents the enormous potential for businesses to capitalize on data and the emerging technologies of the 4th Industrial Revolution.

- The name Lumen is an homage to our network bedrock, but also alludes to the amazing experiences that are powered by our platform to help transform how businesses operate.

Brand and Purpose

Is this brand change an attempt to get away from bad associations customers may have with CenturyLink?

- This brand change is not a reactive disassociation, but a proactive, strategic realignment amidst a rapidly changing business landscape and the evolving needs of our customers as they navigate the 4th Industrial Revolution.

Brand and Purpose

Why decide to change it now?

- We are in a place where technology powered by huge amounts of data is completely changing how we live and work. We are in the 4th Industrial Revolution. Now was the time for us as a company to transition our enterprise brand to one that reflects this shift and more accurately highlights our focus to help further human progress through technology.
- It is the right time to introduce Lumen. Lumen brings amazing digital experiences and moves our enterprise customers into the 4th Industrial Revolution, which has dramatically changed the business landscape and what our enterprise customers demand from us. We are delivering the platform to support existing and emerging applications to take them into the future.

Brand and Purpose

Is this a move to distance yourself from litigation/class-action lawsuits?

- No, this change is a proactive, strategic realignment amidst a rapidly changing business landscape and the evolving needs of our customers as they navigate the 4th Industrial Revolution.

Brand and Purpose

How does Lumen intend to differentiate itself? What is the platform? In what ways are the Lumen Platform and customer experience better than its competitors?

- The Lumen Platform leverages a powerful combination of extensive assets – including an adaptive global network infrastructure, edge cloud and IT agility, connected security, and collaboration. Together, these capabilities form the pillars of the Lumen Platform and enable an exceptional experience for next-generation business applications and emerging technologies.

Brand and Purpose

Is Lumen just CenturyLink with a new brand?

- Lumen reflects an inherently different purpose, dedicated to furthering human progress through technology.
- Our value proposition is to bring together our networking assets, edge cloud capabilities, security solutions, and collaboration tools to deliver the fastest, most secure platform for next-generation applications and data - enabling businesses to acquire, analyze and act on their data, adopt emerging technologies, and harness the power of the 4th Industrial Revolution.

Brand and Purpose

What is new with your network and the Platform?

- The Lumen Platform marks a deliberate strategy to bring together all of Lumen's assets, IP, financial investments and human capital to help solve the technological challenges faced by organizations today. As businesses continue to drive new digital experiences, platforms are going to a critical enabler of rapid, mass adoption of next-gen use cases that are the hallmark of the 4th Industrial Revolution. This is why we are building ours to be the fastest, most secure platform for next gen applications and data – supporting the high-bandwidth, low-latency needs of modern apps and the businesses that rely on them.
- The platform gives us a north star on how to 1) deliver virtualized services across network, security, and communication and collaboration; 2) offer a roadmap on how we must continue to invest in

edge compute services providing connectivity for customers from edge to cloud; and 3) leverage all these services through integrated orchestration between apps, VMs & containers, cloud, all the way down to the infrastructure layer. In short, the platform is how Lumen will strive to deliver value and amazing outcomes to our customers.

Brand and Purpose

As a CenturyLink Channel Partner, does this impact my current partner agreement?

- No, partner agreement terms will not change. Agreements amended in the normal course of business may reflect new “doing business as” language (and Lumen branding) as applicable. We will be revising official partner policies and related materials to reflect the Lumen branding after the brand launch, while also providing partners appropriate use rights to the Lumen brand for use in accordance with their partner agreements.
- We remain committed to ensuring our Channel Partners are best positioned to achieve long-term, profitable growth and can deliver the best possible experience for their customers.

Channel and Wholesale

Will our CenturyLink Channel Partners continue to be compensated in the same way?

- Yes. Agreement terms for our Channel Partners will not change and they will continue to be compensated per the terms of their current Agreements. Channel Partners play a critical role in helping us deliver successful technology solutions for our mutual customers, and each partnership is valuable to our long-term growth.

Channel and Wholesale

How does this change affect the Wholesale customer relationship?

- There is no change in the way Wholesale customers will do business with Lumen.

Channel and Wholesale

Are there any new rules of engagement for our Channel Partners as a result of this change?

- No, our Channel Partners will have access to the same comprehensive portfolio of solutions and high level of support. We have been committed to the indirect channel for more than 25 years and that will not change. As Lumen, we will continue to focus on delivering the best experience for our Partners and ensuring our Channel Partner Program remains one of the industry’s premier Channel programs for the distant future.

Channel and Wholesale

Can CenturyLink Channel Partners continue to sell the same products and services?

- Yes, our Channel Partners will have access to the same comprehensive portfolio of technology solutions and high level of support from Lumen. That includes access to solutions Partners can leverage to grow, with a focus on edge computing, hybrid-cloud connectivity, adaptive networking and network-embedded security solutions to customers around the world.

Channel and Wholesale

What amazing things is Lumen enabling? Why are these good for customers?

- The Lumen Platform is designed to address the dynamic data and application needs of the 4th Industrial Revolution, enabling next-generation applications and technologies that hold the potential to accelerate business growth and provide differentiated experiences.

Customers

Will my billing be changing? Will I still see my bill from CenturyLink?

- As we move through our brand transition, if you are an enterprise customer, you will likely see a change in your billing to reflect the Lumen brand.
- If you are a consumer customer, you will see no change on your billing statements.

Customers

Do customers need to do anything?

- No, we are managing any portal and service updates on their behalf and there is no need for existing customers to make updates to their services.

Customers

How will this impact my service? Is my current plan changing?**Will Lumen be offering new products and services or continue to focus on network, cloud and security services?**

- We are continually innovating to bring our customers the solutions they need to drive amazing outcomes. That will not change. Our platform is comprised of four pillars focused on adaptive networking, edge cloud and IT agility, security and collaboration.

Customers

Will Lumen serve different customers?

- The Lumen Platform is available to support the data and application needs for all businesses, from small to global, as well as federal, state and local agencies.

Customers

How does this change affect your existing partner relationships?

- The 4th Industrial Revolution is redefining everyday experiences across every industry, and our partners are more critical now than ever before.
- As this transformational shift accelerates, we look forward to working with you to enable an exceptional customer experience for businesses everywhere.

Customers

Will all CenturyLink trucks and buildings be rebranded?

- Any re-branding will take place after Day One.

Employees and Facilities

I filled out an application for a mortgage and put CenturyLink as my employer. How will my employment verification be handled?

- There will be no change to the employment verification process as wages are reported on the legal entity under which the employee is paid.
- Our employment verification will provide wages earned on all legal entities under the parent company.

Employees and Facilities

I have applied to a CenturyLink position; do I need to reapply for the same position with Lumen?

- No. All employees are Lumen employees, regardless the brand an employee supports. Any previous applications will still be under consideration for open roles.

Employees and Facilities

Will we need to get our badges updated?

- Yes. Employees will be getting an overlay to apply to their card access badges.

Employees and Facilities

Will the two companies be completely separate (two different intranets, email addresses, quarterly meetings, etc.)?

- While employees who support Mass Markets will keep @centurylink.com email addresses to avoid confusing our customers, all other day-to-day operations will be as Lumen.

Employees and Facilities

How do I respond if I get a call from Investors / Analysts / Bloggers / Media?

- Unless otherwise permitted by law, any employee speaking to an outside group about the company should receive approval from Corporate Communications. Any presentations being used with outside groups should also be reviewed by Corporate Communications. If you receive an inquiry from a member of the media, please forward to
 - media@lumen.com .
- For any investor questions, please forward to
 - investor.relations@lumen.com . If you receive an inquiry from an analyst, please forward to
 - analyst.relations@lumen.com . If more detail is needed on our global corporate communications policy, visit
 - [here](#) .

Employees and Facilities

Do we expect layoffs?

- Lumen, as all businesses, continually evaluates our cost structure and business practices and adjusts our workforce to meet the needs of the business and its customers.

Employees and Facilities

How will the Lumen structure differ from the current CenturyLink structure?

- The changes in the Day One structure of the company will be minimal. We are always evaluating our organizational structure as we grow and evolve, but we have no other structural changes planned at this time.

Employees and Facilities

Should I tell people I work at Lumen or CenturyLink? How do I answer the phone?

- Those who support enterprise business customers work under the Lumen brand. Going forward, CenturyLink will be a separate brand focused on residential and small business customers. If you work in a corporate function or for the Enterprise business, you will answer the phone "Lumen." If you work in the Mass Markets organization, you will answer the phone "CenturyLink." To be clear, whether you are serving our Mass Markets customers while driving a CenturyLink truck or selling to Enterprise customers under the new brand, we are all Lumen.

Employees and Facilities

I have contractors on my team. Do I need to have a new contract written for them to continue to work?

- No. Even though we have several brands we are one company and any previous contracts will continue to be honored.

Employees and Facilities

Are we going to be elevating compensation in alignment to the new elevated brand?

- Our compensation philosophy has always been and will continue to be performance based and market competitive. We support a market-driven salary structure to remain competitive for talent. We also provide higher level rewards to distinguish high performance.

Employees and Facilities

Are my employee benefits, compensation and holidays changing?

- The benefit plans and documents will eventually be renamed at some time in the future; however, benefits, compensation and holidays are not changing.

Employees and Facilities

How will jobs be reallocated between Lumen and CenturyLink?

- You may align to support different brands. If you are in the Mass Markets organization, you will be supporting the CenturyLink brand. All other employees will support the Lumen brand.

Employees and Facilities

With the uncertain financial impact of COVID-19 and some of the workforce reductions that we are doing, this seems like an odd time to invest in a rebranding exercise. What is the business rationale behind this timing?

- Lumen isn't just a new brand and logo - we are reinventing ourselves and repositioning the company to deliver on a brand-new promise furthering human progress through technology. So many factors have come together at this moment in time to drive the monumental shift we see today: the exponential growth in data; the increasing pace of emerging technologies; the necessity of software-enabled products and digital services; and the fundamental transformation of technology architectures to support these advances. We are ideally positioned to help resolve the biggest data and application challenges of our time -- this is why now is the right time to introduce Lumen.

Employees and Facilities

What happens to our W2s/FICA reset through this change?

- W-2's will reflect the name of the legal entity for which the employee's wages are reported. Unless the employee changes legal entities, there will be no FICA reset.

Employees and Facilities

What do I tell my Enterprise customers? How do I respond to their questions?

- We have many tools and resources to help you share the exciting news with your customers. Go to the Sales InsideLink Page to access a Sales Toolkit with talking points, customer FAQs, a customer presentation, Lumen-branded templates and more.

Employees and Facilities

Where can I find our new logos, PPT templates and branded collateral?

- These will be available on the Lumen Brand Center.
- Watch for upcoming news stories on InsideLink regarding the ordering of new branded merchandise.

Employees and Facilities

Will my Enterprise customer accounts or compensation change as a result of us becoming Lumen?

- No, our rebranding will not affect your customer accounts or your compensation structure.

Employees and Facilities

Will the union contracts be changed based on the brands they primarily support?

- There may be limited ministerial changes to some of our collective bargaining agreements as appropriate to reflect changes to business entity names, but we anticipate no changes to terms and conditions of employment which would require negotiation or substantive changes to collective bargaining agreements.

Employees and Facilities

Will this impact the employee referral bonus plan or how referrals are submitted?

- No changes are planned for the referral program at this time. However, due to system cutovers and website changes, if you had previously forwarded an opening to a referral, that link may be invalid. Please be sure to have the referral double check the information they have before applying.

Employees and Facilities

Can Lumen employees apply for jobs at CenturyLink and vice versa?

- Yes. All employees are Lumen employees, regardless the brand an employee supports. You can continue to view and apply for internal job postings via InsideLink or SuccessFactors.

Employees and Facilities

What do I tell Mass Markets customers about our new name? How do I respond to their questions?

- Our call center teammates will have talking points available to respond to Mass Markets customer questions. Please keep in mind we will continue to serve Mass Markets customers under the CenturyLink brand. Meanwhile, some Mass Markets Small Business customers may do business with us as Lumen or CenturyLink, depending on the services they buy. Refer to the Brand Center on InsideLink for tools and resources.

Employees and Facilities

What does this change mean to my career path?

- Employees will continue to have diverse career opportunities within Lumen. Lumen will continue to support a robust internal job posting process to facilitate transfers and offer promotion opportunities. Our Human Resources team will ensure our career development and training programs, in alignment with refreshed corporate strategy, continue to expand while providing employees support to explore their career interests.

Employees and Facilities

How will employees learn more about the progress of Lumen?

- Updates on the progress of Lumen will be found in stories on InsideLink, via messages from the executive team and in meetings and communications from your leadership.

Employees and Facilities

Is our recognition platform changing? If so, what happens to my Celebrate CenturyLink points?

- At this time Celebrate CenturyLink is not changing.

Employees and Facilities

Are we separating buildings between the two brands? Will any CenturyLink buildings be vacated as a result of these changes?

- No. There are no building exits planned directly as a result of these changes.

Employees and Facilities

What happens to One Company One Culture? Are we reshaping our culture, and are the Unifying Principles changing or going away?

- We are very committed to our culture concepts and Unifying Principles. We believe they are critical to our success, and as such, we will continue to invest in and promote them.

Employees and Facilities

My position was offered to me with a CenturyLink offer letter, and I will be working for Lumen going forward. Should I expect a new offer letter with Lumen listed as my company?

- The offer you received is still indicative of your role with the newly branded company, so no offer letters will be reissued.

Employees and Facilities

How will the brand change affect my taxes?

- The brand change will not impact tax withholding in the US as the legal entity employees report to will remain unchanged unless the employee transfers to another legal entity.

Employees and Facilities

What is happening to my requisitions in process? What happens to the candidates in process?

- All requisitions in process will be updated to reflect the new brand, unless you choose to close them. Due to system cutover activities, any requisitions that were in approval stages or sitting in the system vacant will be deleted and need to be recreated. All candidates will receive a notification email about the exciting change and will be encouraged to continue through the selection process. Talent Acquisition will lead the effort in communicating to the candidates, but we strongly encourage

you to reach out to those who are in the interview or offer process to reassure them nothing is changing about their candidacy.

Employees and Facilities

Will group or ID numbers change?

- No.

Employees and Facilities

Can I still use the CenturyLink-branded flu shot voucher?

- Yes.

Employees and Facilities

Does this change make me eligible to withdraw funds from my 401(k)?

- No.

Employees and Facilities

Will this affect my concession on services?

- No.

Employees and Facilities

When will benefit plans be renamed?

- Benefit plans will transition to the new company name through the end of the year.

Employees and Facilities

Will I need to update my insurance information with my doctor?

- Not in 2020. For 2021, new ID cards will be issued with the new company ID.

Employees and Facilities

Will this affect how I use my benefit plans or my benefit eligibility?

- No, there are no changes in how employees use their benefits or to benefit eligibility.

Employees and Facilities

Ok, so you have a new brand, but what is different?

- The Lumen Platform is the foundation that enables our customers to capitalize on the emerging technologies of this 4th Industrial Revolution.
- It delivers fast, secure data and application services vital to our customers' business.
- It is anchored by our vast, global fiber network and provides the critical foundation for our cloud, security and communications and collaboration services.
- It weaves together multiple innovative technologies, allowing enterprises to deliver amazing experiences for their customers, including smart cities, retail and industrial robotics, real-time virtual collaboration and automated factories.
- Lumen is much more than a new brand. It is our mission to deliver the world's best customer experience for networking, cloud and security solutions that will power business applications.

Financial

Will this change affect my email address?

- Global Corporate & Regional Enterprise Sales Teams emails will change to
- `firstname.lastname@Lumen.com`
- We will begin this starting at 3 p.m. MT on 9/14, and all emails will be updated by Wednesday, 9/16, EOD
- You will need to update your email signature, per brand toolkit guidelines ([here](#))
- EMEA employees please follow country-specific guidelines outlined in the brand toolkit for your signatures

IT

Will this change affect my login credentials?

- Your login credentials to internal systems stay BAU – meaning, nothing changes Day 1
- As any updates are made, they will be communicated to individuals through InsideLink. Examples of login/systems CUID, SSO, SuccessFactors, Global Connect

IT

Will any internal system changes take place as part of this rebranding?

- Over time, you will likely see system changes.

IT

Will this change affect my employee profile?

- You will notice your employee profile will remain with the centurylink.com email (both in SuccessFactors and in the Organizational Directory).
- The name of the organization you work for will change
- Global Corporate & Regional Enterprise Sales = Lumen
- Consumer = CenturyLink

IT

Will the CenturyLink sign at your building be replaced?

- North America
- 1025 Eldorado Blvd Interlocken, Broomfield, CO
- 1 Solutions Parkway, Town and Country, MO
- 100 CenturyLink Dr (HQ + TCE), Monroe, LA
- 118 S 19th St, Omaha, NE
- 200 Technology, Pittsburgh, PA
- 700 W Mineral Ave, Littleton, CO
- 100 S Cincinnati Ave, Tulsa, OK
- 200 S 5TH St, Minneapolis, MN
- 120 Lenora St, Seattle, WA
- 555 Lake Border Dr, Apopka, FL
- 135 W Orion St, Tempe, AZ
- 70 W 4TH St, St Paul, MN
- 925 High St-9TH St Bldg, Des Moines, IA
- 3436 Aldebaran Ave, Las Vegas, NV
- 2900 Towerview Rd, Herndon, VA
- 1600 7th Ave, Seattle, WA
- 931 14th St, Denver, CO
- 225 Scientific Dr, Norcross, GA
- 3417 N Roan St, Johnson City, TN
- 5325 Zuni St., Denver, CO
- EMEA
- 260-266 Goswell Road, London GB
- Redwood 3, Chineham Business Park, Basingstoke, GB
- APAC
- 3 Irving Road, Singapore
- Salapuria Touchstone, Bangalore India
- Salapuria Hallmark, Bangalore India
- Green Blvd., Noida India
- LatAm
- Av Del Campo 1301, Charcarita, Buenos Aires, Argentina

- Av Eid Mansur, 666, Sao Paulo, Brazil
- Lago Zurich 96, Colonia Ampliacion Granada Del Miguel Hidalgo, Mexico City
- Av. Manueal Olguin 395, Lima, Peru

Miscellaneous

What is the 4th Industrial Revolution? Why is it important to businesses today, and why do you think Lumen is the best way to enable it?

- The 4th Industrial Revolution is the current era of accelerated technological change brought about by the ubiquity of smart, connected devices and focused on the use of applications and monetization of data for the purposes of business differentiation.
- However, current infrastructure and architectures are insufficient for next-gen apps and technologies, creating latency, cost and data sovereignty challenges.
- As one of the fastest, most secure platform for next-generation applications and data, Lumen stands poised to deliver an exceptional customer experience across industries and enable the 4th Industrial Revolution.

Miscellaneous

Will you continue to expand broadband services into more communities?

- We are always evaluating areas to expand our network and bring broadband services to new customers.

Miscellaneous

Will CenturyLink Field be renamed? Will other sponsorships changeover to Lumen?

- CenturyLink Field will remain CenturyLink Field.
- CenturyLink Sports Complex in Fort Myers, Fla. – expired in December 2019, we did not renew
- CenturyLink Center in Bossier City, La. – expires in October 2020, we did not renew
- CenturyLink Arena in Boise, Idaho – expires in October 2020, we did not renew

Miscellaneous

You have had service impacts, what are you doing differently?

- Unfortunately, outages are something every service provider has to deal with, but it doesn't make it any less frustrating for our customers. We understand how important our network services are and take our role operating one of the world's largest IP backbones very seriously. We identified the issue and worked diligently to isolate the root cause and resolve it as quickly as possible. We are continually learning from these situations so we can deliver on our mission to provide an exceptional customer experience for networking, edge cloud, security and communication and collaboration solutions that power businesses and their applications.

Miscellaneous

What does this mean for your government customers?

- Our federal, state, local government and education customers will continue to receive the same critical services and high level of support from Lumen. While the legal entity providing the services has not formally changed, we are shifting our company structure to better meet their needs. That includes consolidating our sales and support teams servicing these customers, as well as creating an entire new business unit dedicated to customer success. We want to make it easier to do business together and do inspiring things.

Public Sector

How does this affect my contract?

- We are in the early stages of our rebranding process. The majority of CenturyLink's federal contacts are held by Qwest Government Services Inc., d/b/a CenturyLink QGS ("QGSI"), whose name remains unchanged. QGSI expects to formally change its name to a Lumen in Q4 2020, at which

point a name change modification will be appropriate. However, until the legal name change occurs, no contract modification is necessary. In the interim, you may see both the CenturyLink logo and the Lumen logo on quotes, proposals, order forms, email and other correspondence.

Public Sector

When will Qwest Government Services Inc., d/b/a CenturyLink QGS (“QGS”) change its name to Lumen?

- We expect to change QGS to the Lumen brand in Q4 2020.

Public Sector

What if my federal contract is held in the name of another CenturyLink entity such as Level 3 Communications, CenturyTel, Embarq, Savvis, Central Telephone Company or United Telephone Company?

- Some of these names will change to the Lumen brand over time, at which point a name change modification will be appropriate. However, unless and until a legal name change occurs, no contract modification is necessary. For those that will change, you may see both the CenturyLink logo and the Lumen logo on quotes, proposals, order forms, email and other correspondence. If you have questions, please contact your assigned contract manager or legal support.

Public Sector

Will a novation of my federal contract be necessary?

- No—only the name will change. Qwest Government Services Inc., d/b/a CenturyLink QGS (“QGS”) will be renamed as a Lumen-branded entity.

Public Sector

How does this affect my SLED contract?

- Most of CenturyLink’s SLED contracts are held by CenturyLink Communications, LLC. On September 15, 2020, CenturyLink Communications, LLC will begin the process of doing business as (d/b/a) CenturyLink Communications, LLC d/b/a [Lumen].
- Some SLED contracts are held by other CenturyLink entities such as Level 3 Communications, CenturyTel, Embarq, Savvis, Central Telephone Company or United Telephone Company. Some of these names will change to the [Lumen] brand over time while others will not. For those that will change, you may see both the CenturyLink logo and the Lumen logo on quotes, proposals, order forms, email and other correspondence. If you have questions, please contact your assigned contract manager or legal support.

Public Sector

Will Lumen be the name on your government contracts?

- Only certain entities that provide services under government contracts will change, but such a change will not take place immediately.

Public Sector

Will my billing change? Will I still see my bill from CenturyLink?

- As we move through our transition, certain CenturyLink Fiber internet customers will eventually become Quantum Fiber customers and will be notified, in advance, of any changes.

Quantum Fiber

Do customers need to do anything?

- Existing CenturyLink customers will be notified if any action is needed or when Quantum Fiber is available in their area.

Quantum Fiber

What is Quantum Fiber’s purpose/vision/mission?

- In an era where connection is everything, the internet has become our lifeline and portal to the world. Our customers are looking for meaningful technology upgrades that help streamline, optimize and improve their lives. Built to deliver an exceptional experience, Quantum Fiber empowers today's digital needs and improves people's lives with the exceptional internet experience they deserve.

Quantum Fiber

Is Quantum Fiber just CenturyLink Fiber with a new name?

- No. Quantum Fiber is an important new brand with a focus on exceptional fiber connectivity and a fully-enabled digital customer experience.
- Our value proposition brings together our micro-targeted local presence and our expansive global network assets to deliver superior fiber connectivity, enabling residential and small business customers to adopt next-generation technologies to meet today's needs as well as future demands.

Quantum Fiber

Will CenturyLink be going away with the introduction of Quantum Fiber?

- No, CenturyLink will continue as a known and trusted brand for many of our residential and small business customers where we do not have fiber-enabled services.

Quantum Fiber

How will this affect my service? Is my current plan changing?

- Existing service agreements will remain as they are.

Quantum Fiber

Is Quantum Fiber available now?

- Quantum Fiber will be coming soon to markets where we offer superior fiber-based internet services. Specific, market-level roll out plans are still in development. Eligible customers will be notified when services become available in their area.

Quantum Fiber

Why did you choose the name Quantum Fiber? What does it mean?

- Quantum Fiber is a leap forward. It represents our focus on the future providing customers with the exceptional internet experience they deserve... in an amazing way.

Quantum Fiber

What does this mean for small business customers?

- Quantum Fiber will be available to small business customers where fiber-based services are available.

Quantum Fiber

How does Quantum Fiber operate with Lumen?

- Quantum Fiber serves residential and small business customers, and Lumen focuses on enterprise, government and global businesses.

Quantum Fiber

Why did you decide to change the CenturyLink Fiber name to Quantum Fiber?

- We understand the importance of our fiber network in providing connectivity that makes our customers' personal and professional lives easier. That's why we're introducing the Quantum Fiber brand to our fiber-enabled residential and small business footprint.
- As we continue to invest and expand our fiber footprint to more fully meet our customers' needs, now and into the future, our advanced fiber solution provides an end-to-end digital and differentiated customer experience. Therefore, we are introducing a new brand that represents an exceptional fiber experience for residents and small businesses.

Quantum Fiber

Can you only get fiber connectivity from Quantum Fiber, or are there other services available?

- Quantum Fiber is a subscription-based, prepaid, online platform for delivering premier fiber-based connectivity to residents and small businesses. Currently, fiber-based internet is the only service available. Additional products including voice, streaming services and other value-added offerings will be available at a later date.

Quantum Fiber

Will my online experience as a Quantum Fiber customer still be the same?

- No, we believe it will be significantly better. Our vision is for you to enjoy an end-to-end digital experience from first touch to installation to on-going support for Quantum Fiber customers. As part of that experience, we are also introducing a new mobile application to give our customers enhanced features, control and functionality.

Quantum Fiber

Are there new markets where Quantum Fiber will be available?

- Yes, we are constantly expanding and enabling new markets with premier fiber for residential and small business customers.

Quantum Fiber

What is the cost for this service?

- Currently, Quantum Fiber is available for as low as \$65/month for up to 940 Mbps. Prepay required. Additional taxes, fees, and surcharges apply. (Disclaimers required if shared externally)

Quantum Fiber

What markets will have Quantum Fiber?

- Quantum Fiber will eventually be available in all markets where we offer premier fiber-based internet services. Specific, market-level roll out plans are still in development.

Quantum Fiber

Will all CenturyLink trucks and buildings be rebranded?

- Certain physical assets in the Quantum Fiber markets will be rebranded.

Quantum Fiber

How is this different from the CenturyLink Fiber available in my market?

- Over time, CenturyLink Fiber will be changing its name to Quantum Fiber. Customers will receive a premier and differentiated digitally enabled service experience with the highly reliable connectivity they have come to expect.

Quantum Fiber

What speeds are available with Quantum Fiber?

- A variety of packages with speeds up to 940 Mbps are being developed for Quantum Fiber enabled residential and small business customers.

Quantum Fiber

As an existing CenturyLink customer, can I get Quantum Fiber?

- Not all customers will be eligible to order Quantum Fiber immediately. Certain CenturyLink customers, in fiber-enabled areas, will be eligible to sign-up for Quantum Fiber. Specific, market-level roll out plans are still in development.

Quantum Fiber