NA Ops team,

I’m grateful that our steadfast team has come together for our colleagues, communities and customers throughout the COVID-19 event. It’s an anxious time for many, and I appreciate your diligence in serving all those who count on you.

I want you to know that we are dedicated to protecting the welfare of our employees as well as the long-term welfare of our company. Additionally, we have recently upgraded our remote access capabilities to enable more work-from-home options. Hence, I would like you to work remotely if you can.

You and your manager should coordinate remote work based on role type and equipment, and you’ll soon be receiving instructions specific to your organization. There are many of us for whom remote work is not an option, such as our teammates in the field, and we are continuing to institute measures to prevent undue risk for you. We hear your feedback, and you have our support and gratitude. Please stay tuned for notes from your organizational leaders, who will provide further guidance for each employee scenario:

* Responsibilities and equipment allow an immediate remote work transition
* Not currently equipped for remote work (continue working at normal location until a solution is in place)
* Responsibilities require on-site work (e.g., field technician)

We at CenturyLink are doing our part to “flatten the curve,” as Jeff wrote in his all-employee note yesterday, in a way that maintains our commitment to our customers who are weathering the same storm we are. Bandwidth augments, video conferencing infrastructure upgrades, timely installations and site repairs are examples of how CenturyLink has significant influence in helping our customers deal with this crisis. Please take pride in the fact that we are providing a great service to our communities, businesses and government agencies in handling the pandemic.

Please stay safe and stay diligent – people are counting on NA Ops.

Richard