

A CHANGE IS COMING! We don't want you to be surprised by a new company name and logo that you'll start seeing on your bill on or after October 3, 2022.

Introducing Brightspeed! Soon, your CenturyLink service provider will be operated by Brightspeed.

Though your bill will look different, your existing products, services, rates, terms and conditions will be the same.

We've been working hard with Brightspeed to make sure this change is as smooth as possible. You'll receive more details from us in the coming weeks, so please sign in to your account today to make sure we have your correct email. For now, there is nothing else you need to do.

You can also visit <https://news.lumen.com/brightspeed> today for more details, including answers to frequently asked questions (FAQs).

You do have the right to select a different carrier for your telecommunication service(s). Please review the back of this insert carefully for more information.

If you want to keep your current service, no action is needed. Your service will remain with your existing provider, which will be under Brightspeed ownership on or after October 3, 2022. Your rates and the terms and conditions of your current service will be the same, and Brightspeed will be responsible for any carrier change charges related to the transfer resulting from the change in ownership. The legal name of your current service provider will not be changing right away.

You do have the right to select a different carrier for your telecommunication service(s). If you choose to switch to a different carrier, you may incur a fee from that carrier for the transfer of service, and you will be subject to that carrier's rates.

Important note: If you have placed a "freeze" on your CenturyLink service to prevent unauthorized transfer to another carrier, it will automatically be lifted to implement the transfer of the ownership of CenturyLink to Brightspeed. You can contact Brightspeed to place a new freeze on your service once the transition to Brightspeed is completed on or after October 3, 2022.

If you have any additional questions about the transition to Brightspeed, or questions about your service or billing before October 3, 2022, contact your CenturyLink service provider. On or after October 3, 2022, you will be able to contact Brightspeed at 1-833-MYBRSPD (1-833-692-7773).