

DATE



Customer Name
Address
City, State ZIP

IMPORTANT NOTICE ABOUT YOUR ACCOUNT

Dear CenturyLink Customer,

Your business is important to us, and we take your information privacy seriously. Recently, we became aware of an information security incident involving a CenturyLink third-party vendor. As a result, information about customers was inadvertently made publicly accessible online, including name, address, phone number, email address and CenturyLink account number. Our initial investigation has determined that no financial, password or similar sensitive information was involved.

What steps has CenturyLink taken?

As soon as we became aware of the security issue potentially exposing your contact information, CenturyLink mobilized an internal team led by our Chief Security Officer. We have worked with the vendor to ensure that it implements additional security measures designed to prevent similar incidents and have taken additional steps to safeguard your information.

What should you do to protect yourself?

As noted above, this incident did not involve sensitive information, but there are measures that you can take to improve protection of your data. We've provided a list of suggestions for you on our website at news.centurylink.com/customer-information, including tips regarding how to identify fraudulent attempts to contact you via email or phone, good password practices, and resetting devices routinely to make sure software is updated.

This site also includes FAQs and ways to contact CenturyLink for additional information. You can also call us at 888-923-6625.

We know these types of incidents can be concerning or even frustrating. We appreciate the trust you put in us by sharing your information with us, and we are committed to making our security measures as strong as possible to safeguard that information. We sincerely apologize for any inconvenience this issue may cause. Thank you for being a CenturyLink customer.

Sincerely,

Maxine Moreau
CenturyLink
President, Consumer Markets

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