

Employee Concession Overview

(Legacy CenturyTel and Embarq Employees Only)

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Description [Top](#)

CenturyLink offers employees discounts on CenturyLink products and services. These are generally referred to in our industry as “Employee Concessions” (EC). What is available for a particular employee can vary depending on many factors. These include but are not limited to: the legacy concession provided by the territory where you live, CenturyLink’s product offerings in that particular area, approved tariffs, bargaining contracts etc.

Concessions available may include discounts for phone lines, call features, long-distance, Internet, Security, DIRECTV and Prism.

Availability and Eligibility [Top](#)

1. Employee concessions are only available on CenturyLink services.
2. Temporary and contracted employees are not eligible for concessions.
3. Account must be billed in employee’s name.
4. Employee concessions are not allowed on delinquent accounts; employees and retirees must be current. Concessions will not be removed if they are delinquent at this time; however, changes will not be made to the account until it is brought current.
5. RAM accounts, write-offs or partial write-offs must be paid in full before employee concessions can be added.
6. Employees cannot have employee concessions and a promotional discount or bundle on a product at the same time.
 - The employee should apply for employee concessions once the promotion has expired.
7. Future changes are subject to the concession guidelines in place at that time, unless otherwise specified.

Cross Company Concessions [Top](#)

Cross company concessions are available to all employees living in CenturyLink territory. This allows employees to receive the concession that is available within the service territory in which they reside, regardless of the employee's legacy company, or other contractual concession agreements.

Concessions will be provided according to the concession offering available in the applicable service territory where the employee resides. Concessions will be applied within the corresponding billing system i.e. employee is billed through Ensemble concessions will be applied in Ensemble. This offering applies to current CenturyLink represented and non-represented employees and CenturyLink Technology Solutions (Savvis) employees.

Effective 2/28/14, retirees will be eligible to receive cross company concessions.

Examples of cross company concessions:

- A CenturyLink Technology Solutions (Savvis) employee lives in a legacy EQ territory, so the employee is eligible for the legacy EQ concession offering billed on his Ensemble account.
A legacy CenturyTel employee lives within legacy Qwest territory, so the employee is eligible for the legacy Qwest concession offering billed on his CRIS account.

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New Customer/Employee:

1. Legacy CenturyLink employees and retirees have two options to add services:
 - Call the Customer Care Contact Center at 800-201-4099.
 - Visit any retail store.
2. Representatives will create the orders to add any requested services to the account. **Important:** Verify the customer email on the account is correct
3. Once the account is created and services are added; advise the customer/employee to access the HR website on the Intranet to download the Employee/Retiree Concession Form. (Note: "Effective Retirement Date" is optional)
4. Once the customer/employee fills out the form they will fax it to Offline at 1-866-689-5582.
5. Offline Support will process the request and send a confirmation e-mail to the employee advising what discounts were applied. Questions can be sent via email to: cs-empconcessions@centurylink.com
6. Simple Choice is considered a promotional offer as it is already discounted. As with any promotional offer it is imperative that agents advise employees/retirees that concessions do not apply when they have a promotional offer. Employees can have concessions OR a promotion, not both. Additionally, converted employees are not able to go back to plans that they had pre-conversion once they switch to a new Ensemble plan, so be absolutely sure that you advise employees/retirees accordingly when they change from a promotion to a concession and vice versa.

Existing Employee making changes to services:

1. Legacy CenturyLink employees have two options to add services or request changes to their account:
 - Call the Customer Care Contact Center at 800-201-4099.
 - Visit any retail store.
2. Representatives will add or change any requested services to the account.
3. Once the changes have been made please issue a follow-up on the account:
 - Follow-up Type: SPECN
 - Description: Supt-Emp Conces
 - Batcher: BT!MONSP
 - **Important:** Verify the customer email on the account is correct
4. Offline Support will add the appropriate Concessions with the customer on the line. Questions can be sent via email to: cs-empconcessions@centurylink.com
5. Simple Choice is considered a promotional offer as it is already discounted. As with any promotional offer it is imperative that agents advise employees/retirees that concessions do not apply when they have a promotional offer. Employees can have concessions OR a promotion, not both. Additionally, converted employees are not able to go back to plans that they had pre-conversion once they switch to a new Ensemble plan, so be absolutely sure that you advise employees/retirees accordingly when they change from a promotion to a concession and vice versa

New Employee with current services adding Concessions:

1. Legacy CenturyLink employees have two options to add services or request changes to their account:
 - Call the Customer Care Contact Center at 800-201-4099.
 - Visit any retail store.
2. Representatives will create the orders to add any requested services to the account. **Important:** Verify the customer email on the account is correct
3. Once the account is created and services are added; advise the customer/employee to access the HR website on the Intranet to download the Employee/Retiree Concession Form. (Note: "Effective Retirement Date" is optional)
4. Once the customer/employee fills out the form they will fax it to Offline at 1-866-689-5582.
5. Offline Support will process the request and send a confirmation e-mail to the employee advising what discounts were applied. Questions can be sent via email to: cs-empconcessions@centurylink.com
6. Simple Choice is considered a promotional offer as it is already discounted. As with any promotional offer it is imperative that agents advise employees/retirees that concessions do not apply when they have a promotional offer. Employees can have concessions OR a promotion, not both. Additionally, converted employees are not able to go back to plans that they had pre-conversion once they switch to a new Ensemble plan, so be absolutely sure that you advise employees/retirees accordingly when they change from a promotion to a concession and vice versa.

Legacy Embarq Territory		Legacy CenturyTel Territory	
HSI	Up to \$15 discount	HSI or PBB	\$9.95 discount
Access Line	Up to \$15 discount	Long Distance	Up to \$5.00 usage credit
		Stand-Alone Access Line and Calling Features	50% - 100% discount – varies by state Because these discounts vary greatly based on factors such as location, availability etc. the specific amounts are determined by offline support once the employee's eligibility is verified. If the customer requests the specific amount he/she is eligible for, please advise the customer that once the request for concessions is reviewed and processed by offline support a confirmation email will be sent advising the employee of the specific concession amount being applied.
		Security	Call 1-800-256-3352
		DISH (Grandfathered only, not applicable to new concessions)	\$5.00 off America's Top 200 offer or better package
Legacy CenturyLink (applies to L-EQ and L-Ctel)			
DIRECTV In Territory Employees and Retirees	<p>Employees/Retirees who sign up for NEW DIRECTV service will receive the following:</p> <ul style="list-style-type: none"> \$10 discount for 12 months (account must remain in good standing and retain a minimum package of Choice Xtra or above, Mas Ultra or above, or Preferred Choice). The equipment Delivery and Handling charge will be \$19.95+ taxes for out of territory employees. The Installation will include free VIP installation. <p>CS Handbook Path: State > Exchange > Products and Services > Television > DIRECTV Employee Offer</p> <p>Since the discounts are applied through OMS order entry, you should not send a follow-up to SPECN (Supt-Emp Conces) to BT!MONSP to add concessions.</p>		
DIRECTV Out of Territory Employees and Retirees	<p>Out of Territory employees may receive the above offer by calling:</p> <ul style="list-style-type: none"> DIRECTV Sales at (877) 407-4344 and providing a code of "CTLEMPOT" <p>CS Handbook Path: State > Exchange > Products and Services > Television > DIRECTV Employee Offer</p> <p>Since the discounts are applied through OMS order entry, you should not send a follow-up to SPECN (Supt-Emp Conces) to BT!MONSP to add concessions.</p>		

Prism Employee Concessions and Pricing [Top](#)

CenturyLink's Prism television product is available to many employees that live in select areas of Florida, North Carolina, Nevada, Missouri and Wisconsin. CenturyLink offers special employee rates known as concessions to employees that subscribe to Prism service.

Employees are eligible for the employee discount or an available [Prism promotion](#), but not both.

Please Note: Employees no longer receive the 1st STB free – this expired 1/16/2015. Existing employees with the 1st Free STB prior to 1/16/2015 will be grandfathered and will maintain the free STB. If any changes are made to the Prism service, the employee is subject to the new pricing structure will begin to pay \$9.99 for their 1st STB.

Prism Essential 1 free set top box – <i>expired 1/16/15</i> Free HD	\$52.00	\$54.00
Prism Complete 1 free set top box – <i>expired 1/16/15</i> Free HD	\$59.00	\$64.00
Prism Preferred 1 free set top box – <i>expired 1/16/15</i> Free HD Starz, Showtime	\$65.00	\$65.00
Prism Premium 1 free set top box – <i>expired 1/16/15</i> Free HD HBO, Starz, Showtime, Cinemax	\$83.00	\$86.00
HD Service	\$0.00	\$0.00
DVR Service	\$8.00	\$8.00
Primary Receiver – effective 1/16/2015	\$9.99	\$9.99
Additional Set Top Box (2-8)	\$8.00	\$8.00

Wireless Discounts [Top](#)

CenturyLink does not have an employee concession for wireless service. Our partner Verizon is currently offering the following discounts to CenturyLink employees:

- 22% Off MRC on Standard WLS Plans \$34.99 & up (UNLD, Add-A-Line, BBD Access N/A)
- 25% Off WLS Accessories/Optional Services

This discount offer is available through Verizon and is not in any way associated with CenturyLink employee concessions. Any employee interested in the Verizon discount must contact Verizon directly at (800) 922-0204 or you can sign up at: www.Verizonwireless.com/discounts.

Other wireless providers also offer discounts to CenturyLink employees. Again, these discounts are not in any way associated with CenturyLink employee concessions. Any employee interested in these discount offers must contact the provider directly. For more information click on one of the following providers:

- [Sprint](#) (website indicates discount is for "Embarq" employees but it is for all CenturyLink employees, site requires a Corporate ID of **WHEMC_ZZZ**)
- [ATT](#)

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For questions regarding employees with service in Legacy CenturyTel or Legacy Embarq territory, email cs-empconcessions@centurylink.com.

For questions regarding employees with service in Legacy Qwest service area, email emp.disc@CenturyLink.com.

Employees should not call Human Resources or Support Center to sign up for employee concessions.

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Please note: The CenturyLink In-Region Discount Program is intended to be an employee discount program within Section 2510.3-1(e) of the U.S. Department of Labor regulations, "Sales to Employees" and accordingly is not an "employee benefit plan" for purposes of Title I of the Employee Retirement Income Act of 1974, as amended. The Employee Discount Program provides to employees at a discount goods and services sold to the public in the normal course of business. **The Company reserves the right to amend, modify and terminate the Employee Discount Program, at any time, and from time to time, in its sole discretion.**