

Resources and Contact Information



Use this list to get the information you need, when you need it.

If you have questions about...	Contact...	At...
The latest and greatest products and services the Company offers	CenturyLink website	www.centurylink.com
Anything regarding your health and life benefits —medical, dental, life insurance or specific issues regarding your benefits and to talk with a representative who can help	Health and Life Benefits website CenturyLink Service Center	www.centurylinkhealthandlife.com or www.centurylinkbenefits.com 800-729-7526 and select the appropriate option
Your intent to retire and determine eligibility for health and welfare benefits	CenturyLink Service Center	800-729-7526 and select the appropriate option
Requesting a retirement kit to determine your eligibility for pension benefits	myHR or CenturyLink Service Center or Pension website	myHR >Benefits > Retirement & Savings > Pension Plans and click on Launch Pension under Pension Planning Tools and select "I want to retire" under Quick Links 800-729-7526 www.centurylinkpension.ehr.com
Accidental Death and Dismemberment (AD&D) Insurance	Zurich American Insurance Company	866-841-4771
Perkspot Employee Discounts	Perkspot website	www.centurylink.com/employeeperks
CenturyLink Dollars & Sense 401(k) Plan and Union 401(k) Plan	Wells Fargo Retirement Services	877-379-0118 or www.wellsfargo.com/retirementplan
CenturyLink Employee Stock Purchase Plan (ESPP)	E*Trade	800-838-0908 or www.etrade.com
Commuter Spending Account	CenturyLink Service Center	800-729-7526 (press the appropriate option) or www.centurylinkhealthandlife.com or www.centurylinkbenefits.com

More 

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If you have questions about...	Contact...	At...
Employee Assistance Program (EAP)	Beacon Health Options	800-803-3737 or www.centurylink.com/EAP
Employment Verification	Verify Job System (VJS)	800-800-4857 or www.vjsus.com , use CenturyLink code 8907
Flexible Spending Accounts (FSAs)	UnitedHealthcare	877-311-7849 or www.myuhc.com
Health Savings Accounts (HSAs)	Optum Bank	www.optumbank.com
Life Insurance	CenturyLink Service Center	800-729-7526 (press the appropriate option) or www.centurylinkhealthandlife.com or www.centurylinkbenefits.com
Medicare Enrollment	OneExchange	888-825-4252
Payroll*		Email: payroll@centurylink.com
Sales Compensation	Sales Compensation	866-249-0019 or send an email to fesc@centurylink.com
Severance Plan	CenturyLink Service Center	800-729-7526 (press the appropriate option) or www.centurylinkhealthandlife.com or www.centurylinkbenefits.com
Stock Options and Restricted Stock Awards	E*Trade	800-838-0908 or www.etrade.com
	Stock Plan Administrator	888-261-5796 or send an email to stockadmin2@centurylink.com
Restricted Stocks vested prior to 11/15/2012	Morgan Stanley	800-367-4777
Telephone Concessions	CenturyTel/ Embarq Territory	800-201-4099
	Qwest Territory	800-244-1111
Voluntary Lifestyle Benefits	CenturyLink Lifestyle Benefits Customer Service	800-380-0378 or www.centurylink.com/voluntarylifestylebenefits

* Do not contact Payroll for premium-related questions. Please contact the CenturyLink Service Center.

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CENTURYLINK SERVICE CENTER MENU

Your one-stop number for HR **1-800-729-7526**

Call the CenturyLink Service Center at 1-800-729-7526 and select from the following MENU OPTIONS:



Here's a tip:
For most options, you can press * to repeat the current menu or # to return to the previous menu.

Once you've made a selection, follow the automated prompts for each selection.