

CenturyLink offers free Emergency Call Forwarding to North Carolina customers impacted by Hurricane Florence

Additional service fees will also be waived for 30 days

FAYETTEVILLE, N.C., Sept. 18, 2018 - [CenturyLink, Inc.](#) (NYSE: CTL) announces it is offering Emergency Call Forwarding for 30 days free of charge to residential and small business customers impacted by Hurricane Florence, including those in Fayetteville, Greenville, Jacksonville, Kinston, New Bern, Rocky Mount, Wilson and surrounding areas.

The service allows customers who have been displaced from their home or business to receive their phone calls on an alternate number, helping them keep in touch with family, friends and business associates.

[Emergency Call Forwarding](#) service allows calls to be forwarded to a wireless or landline phone of the customer's choice. To activate this service, customers should call the CenturyLink repair center and identify themselves as a customer affected by the hurricane.

Residential customers - 800-788-3600

Small business customers - 800-786-6272

In addition, CenturyLink has waived late fees, vacation service fees and disconnect fees for impacted customers for 30 days.

Key Facts

- CenturyLink is offering Emergency Call Forwarding for 30 days free of charge to residential and small business customers in North Carolina communities impacted by Hurricane Florence.
- Emergency Call Forwarding service allows calls to be forwarded to a wireless or landline phone of the customer's choice.
- CenturyLink has also waived late fees, vacation service fees and disconnect fees for impacted customers for 30 days.
- Customers can learn more about Emergency Call Forwarding at:
<https://www.centurylink.com/home/help/home-phone/calling-features/use-call-forwarding-to-send-your-calls-to-another-phone.html>

About CenturyLink

CenturyLink (NYSE: CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.

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<https://news.lumen.com/2018-09-18-CenturyLink-offers-free-Emergency-Call-Forwarding-to-North-Carolina-customers-impacted-by-Hurricane-Florence>