



Keeping Americans Connected Pledge

At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world's businesses can continue to run efficiently. We stand ready, willing and able to meet our customers' near-term and long-term needs and are making efforts to ensure traffic flows smoothly across our network in light of increased demand. We will waive late fees and will not terminate a residential or small business customer's service through mid-May due to financial circumstances associated with COVID-19. For most customers, they do not need to contact us to ensure their service remains active. However, due to system limitations, our pre-paid customers may need to [contact us](#) if they are unable to access the internet due to a missed payment. In addition, we have committed to the FCC's 'Keep Americans Connected Pledge' outlining these actions. We are also suspending data usage limits due to COVID-19.

South Carolina Customers – *If you have CenturyLink Voice service, we will be working to proactively waive all late fees resulting from COVID-19-related financial hardships. You do not need to call us.*

Montana Customers – *If you have CenturyLink Voice or Internet service(s), we will be working to proactively waive all late fees resulting from COVID-19-related financial hardships. You do not need to call us.*

FAQ: Will my services be shut off if I'm late paying my bill?

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