



To our valued consumers and facility clients:

Like all of us, the health and safety of our community is our top priority. As we follow guidelines established by health officials throughout the country, we recognize the vital role our services play in connecting incarcerated individuals with family, friends, and legal counsel.

CenturyLink, Inc. is following CDC guidelines as detailed at <https://news.centurylink.com/covid-19>. Specific to the services we provide to you, we have put in place business continuity plans to maximize our service levels subject to the constraints that are placed on our service personnel.

The programs, visitation protocols, and communications policies at each correctional facility differs due to facility-specific factors and the current state of the emergency in that location. We urge you to visit the website of your loved one's correctional facility to receive the most up-to-date information as the situation evolves. Website links for each facility we serve are on our site-specific web pages – please click on the "Friends and Family" link on our [home page](#) and choose the location from the drop-down boxes.

We recognize the strain this emergency places on families and facility operations, as well as the heightened need for communications during this time. Please know we are equipped to handle the challenges posed by COVID-19 and will continue to work with officials to keep you connected.

CenturyLink Public Communications