



CenturyLink
Privacy Office
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Monroe, LA 71203
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September 18, 2020

Name
Address
City, State, Zip

NOTICE OF INFORMATION SECURITY INCIDENT

Dear CenturyLink Customer,

Beginning around August 20, CenturyLink detected an information security incident involving the MyCenturyLink customer account website. A sophisticated password guessing attack was conducted against the website to identify valid account log-in credentials. As a result, some usernames and passwords were compromised and we believe your account was impacted. MyCenturyLink accounts include information such as basic contact information, services subscribed to, billing records, and similar account information. Our initial investigation has determined that no financial or sensitive personal information was involved.

After determining that your account was impacted, CenturyLink performed a forced reset of your account, meaning it could not be accessed until the password was reset. CenturyLink then sent an email notifying you of the suspicious activity and instructing you to reset your password. As noted in that email, CenturyLink always recommends setting the strongest possible password for all online accounts.

CenturyLink notified the Federal Communications Commission and Federal law enforcement about the incident in accordance with applicable law, which prohibits any further notification for seven business days while the law enforcement agencies determine whether to open an investigation. In this case, the agencies took no further action and we could proceed with this written notification.

WHAT INFORMATION WAS INVOLVED?

The information did not include banking/financial, full credit card, Social Security Number or date of birth information. The information exposed varies by account, but could have included the following:

- Username (and Password)
- Email address
- First name, Last name
- Service Address, Billing Address
- Security Question – the answer is masked and not visible
- Notification preferences – opt-in/out of various email and SMS notifications
- List of accounts associated to the username
- Billing records – up to 12-18 months
- Billing preferences – paper or paperless
- Current products / services
- Qualified upgrades

- Recent Order activity if applicable
- Voice mail if applicable
- Payment History
- Payment preference – autopay or one-time
- Last 4-digits of payment instrument on file
- And similar types of account information

WHAT WE ARE DOING:

As soon as we became aware of a security issue impacting your account information, CenturyLink mobilized a cross-functional response team and began an investigation. We also took immediate steps to address the threat and, as noted above, performed a forced reset of your account log in password to further protect your account. We will continue to work to implement security measures to prevent similar incidents in the future.

WHAT YOU CAN DO:

While we do not have any evidence that your personal information has been misused, we do want you to be aware of the situation, so you can monitor your accounts. It is important for you to remain vigilant for incidents of fraud and identity theft by reviewing your credit card account statements and monitoring your credit report for unauthorized account activity. If you suspect identity theft, you are advised to report it to local law enforcement, to the Attorney General, and/or to the Federal Trade Commission.

You may obtain a free copy of your credit report once every 12 months. To order, go to www.annualcreditreport.com, or call toll-free 1-877-322-8228, or you may complete the Annual Credit Report Request Form available on the website noted and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You may also purchase a copy of your credit report by contacting any of the three national credit reporting agencies listed below. They can also provide you with information about fraud alerts and security/credit freezes. Credit freeze procedures and costs vary from state to state. For more information, you may also contact the following:

Equifax
PO Box 740241
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian
PO Box 4500
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
PO Box 2000
Chester, PA 19016
1-800-493-2392
www.transunion.com

For further information about steps you can take to avoid identity theft, including more on fraud alerts or security freezes and what those options provide, please contact:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

In addition to the information above, we suggest that you promptly change your password or question and answer, or take other steps appropriate to protect your online account and all other online accounts with the same user name or email address and password or security question or answer. You can visit www.centurylink.com/home/help and enter 'password security' in the search field for information regarding password best practices.

We understand this incident may be concerning to you, as it is to us. We sincerely apologize for any inconvenience this may cause. CenturyLink takes the security of your information seriously and we are working on ways to further improve in light of this incident.

If you have any questions or concerns about this notification, please do not hesitate to contact us at notification.inquiries@centurylink.com. You can also call us at [INSERT TOLL FREE#].

Sincerely,
The CenturyLink Privacy Office