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## **CenturyLink offers Internet Basics for low-income consumers**

*Company also offers discounted computers and access to free technology training to help get local low-income consumers online*

(MONROE, La.) –[CenturyLink, Inc.](http://CenturyLink, Inc.) (NYSE: CTL), one of the nation’s leading Internet service providers, is offering its Internet Basics program to improve broadband adoption and use by qualifying low-income consumers.

The goal of CenturyLink’s Internet Basics program is to reduce broadband cost barriers for economically-disadvantaged consumers, including older Americans whose Internet adoption rates continue to lag behind that of other demographic groups. The company has been promoting the program for over two years through collaborations with community groups and senior centers, as well as schools, libraries, and other state and local institutions.

To help get more households online, CenturyLink is offering discounted high-speed Internet service starting at \$9.95 per month, plus applicable taxes and fees, to eligible consumers in its service areas. The service provides access to up to 1.5 Mbps download capability. Higher bandwidth services, where available, are offered at a comparable discount.

“We are happy to offer affordable high-speed Internet service to those who need help getting online because we believe the Internet can be a vital part of expanding a family’s educational, social and economic opportunities,” said Annmarie Sartor, manager of external communications at CenturyLink.

Participation in CenturyLink Internet Basics is determined by the criteria for the Lifeline Affordable Telephone Service, a federal program offered by CenturyLink that provides discounts on basic monthly telephone service to eligible low-income consumers. Although the criteria are the same, residents are not required to have Lifeline service in order to obtain CenturyLink Internet Basics service; however, residents must qualify for one of 11 federal programs:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program’s Free Lunch Program
- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (TTANF)

- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (if income eligibility criteria are met)

CenturyLink is also offering program participants an Internet-ready netbook computer for \$150, plus taxes, shipping and handling. The new equipment includes access to [CenturyLink@Ease™](#), a comprehensive suite of backup, security and support services.

In addition, CenturyLink is helping to provide access to basic computer education and technology training classes at no cost to Internet Basics customers. Over the past two years, the company has conducted more than 125 free training sessions throughout the 37 states it serves. Through collaborations with community groups and senior centers, as well as schools, libraries, and other state and local institutions, CenturyLink encourages and supports activities that help digital literacy. The Internet plays an increasingly central role in connecting Americans, including the senior population, to news and information, government services, education, health resources, and opportunities for social and economic support.

According to [a recent study on broadband adoption by senior citizens](#), broadband use will become increasingly important as the senior population continues to grow in coming decades. The senior population is expected to more than double by 2050, totaling 88.5 million and comprising 20 percent of the total U.S. population. The study revealed that older Internet users have “strongly positive attitudes about the benefits of online information in their personal lives” and agree that people without Internet access are at a tremendous disadvantage. Programs like CenturyLink’s Internet Basics that educate adults on the benefits of broadband and train them to effectively use this technology while providing affordable Internet service can help spur broadband adoption among this segment of the population.

For more information about CenturyLink Internet Basics, please visit [www.centurylink.com/internetbasics](http://www.centurylink.com/internetbasics).

### **About CenturyLink**

CenturyLink is the third largest telecommunications company in the United States and is recognized as a leader in the network services market by technology industry analyst firms. The company is a global leader in cloud infrastructure and hosted IT solutions for enterprise customers. CenturyLink provides data, voice and managed services in local, national and select international markets through its high-quality advanced fiber optic network and multiple data centers for businesses and consumers. The company also offers advanced entertainment services under the CenturyLink® Prism™ TV and DIRECTV brands. Headquartered in Monroe, La., CenturyLink is an S&P 500 company and is included among the Fortune 500 list of America’s largest corporations. For more information, visit [www.centurylink.com](http://www.centurylink.com).

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## Cottages of Hope computer classes help many learn job skills – OGDEN

*By JaNae Francis, Standard-Examiner staff*

*Mon, 09/16/2013 - 9:49pm*



Cheryl Garrett said she was ready for a switch from her old job.

But the new opportunity she found, starting in July, was working as an administrative assistant at Konecny Brothers Lumber — a position she said was a little above her skill set.

So when officials at the company allowed her to start working on a trial basis, she scrambled to find help.

And she found that help at Cottages of Hope, an Ogden nonprofit organization with the goal of creating paths to prosperity.

“My supervisor was very supportive of me coming here to find help,” she said. “He doesn’t have time to teach me this. That’s why he needs an assistant.”

Even though Cottages of Hope wasn’t officially starting its Computers 101 course until Aug. 12, Garrett said co-directors Chris Swaner and Jeremy Botelho agreed to start tutoring her one-on-one for a month until the class did start.

“I said I need to learn this now,” she said. “Waiting for the class to start wasn’t going to work.”

Since that time, dozens of area residents have been helped to learn the computer at Cottages of Hope.

They have learned anything they personally needed to know, from the basics of operating a mouse to complicated spread-sheet programs.

Computers 101 is a self-paced one-on-one computer tutoring program where participants pick the area in which they want to learn.

## EXHIBIT 6

Topics include basics of using a computer, creating, saving and organizing files, navigating and searching the Internet, communicating using email, using MS Word to create documents, and other topics as needed.

The class is offered free to anyone wishing to participate from 3 p.m. to 5 p.m. Mondays and Wednesdays at Cottages of Hope.

Free computer practice is offered in the lab from 9 a.m. to 5 p.m. weekdays.

The teaching program is co-sponsored by Cottages of Hope and CenturyLink, which funded the program with \$1,700 in start-up fees in exchange for Cottages of Hope promoting its CenturyLink Internet Basics program that offers home Internet service for \$9.95 a month for low-income residents.

“We feel like every child, every person should have access to Internet services for seeking jobs or seeking education,” said Jackie Lalor, a public relations representative for the company in the state of Utah.

“CenturyLink is dedicated to enhancing the communities we serve in meaningful ways. We provide financial, technological and volunteer resources to support our communities, because they’re not just a place where we do business — they’re also our homes.”

Lalor said she believes the Computers 101 program is successful.

“This is a very good, active learning opportunity, which provides tools for success in their lives,” she said. “This is life-changing for many.”

Swaner said the Computers 101 program specializes in helping people learn how to use the computer to find work.

He said included in the instruction is how to create a resume, how to search for a job and help in gaining skills to get a job.

Farzaneh Reyhani is a student in the Computers 101 class who has learned to send emails and to create and design documents in Word Perfect in the last two weeks.

She is currently unemployed, but she believes the skills she has learned will lead to employment.

“I’ve been to computer class before, but I didn’t learn anything,” she said. “I’ll be so excited to get a job.”

Gloria Palacios Dudlos said she has a fractured leg, but coming to the class gives her a chance to get out of the house and to socialize and learn.

“Every time I come here to this place, these people are very sweet and kind,” Dudlos said.

“You have to study. You have to do something.”

## UPSTART and CenturyLink Work Together to Reduce Costs, Create More Preschool Slots

*The UPSTART home-based preschool program provides Internet services for qualifying homes without access, and will use cost savings from participating in CenturyLink's Internet Basics program to enroll more children.*

Salt Lake City, Oct.6, 2014— Thanks to its relationship with [CenturyLink, Inc.](#) (NYSE: CTL), one of the nation's leading Internet service providers, Utah's state-funded, in-home preschool program known as UPSTART will save money on Internet costs for approximately 230 UPSTART CenturyLink homes. Residents will be able to participate in CenturyLink's [Internet Basics](#) program, which provides discounted Internet service to qualifying, low-income consumers. UPSTART, now entering its sixth year, will use this cost savings to add slots for more children.

The UPSTART program, developed by the Waterford Institute, a nonprofit research center in Salt Lake City, uses home-based educational technology to develop the school readiness skills of children the year before they go to kindergarten. UPSTART preschoolers use the computer-based software at home at least 15 minutes a day, five days a week, which makes dependable Internet connections and computer equipment vital to the program.

Since UPSTART's launch in 2008, it has provided computer equipment and Internet services to qualifying families who lack these tools. Last year, two-thirds of the children participating in UPSTART were from low-income families, and many of them did not have computer equipment or Internet service when they enrolled.

The Utah Legislature funds UPSTART, so the program works within a limited budget and has a limited number of enrollment slots each year. At the request of several Utah legislators, the Waterford Institute looked for ways to cut Internet and equipment costs to serve more children in UPSTART.

CenturyLink has agreed to enroll UPSTART participants in its Internet Basics program and upgraded all UPSTART-sponsored subscribers to a higher bandwidth at a significant discount.

"CenturyLink is proud to partner with the proactive and innovative Waterford Institute, which had the vision to bring much needed computer equipment and Internet access to children and families throughout the state of Utah," said Market Development Manager

Flemming Jensen. “We look forward to a long and successful relationship with Waterford and UPSTART.”

Thanks to CenturyLink and when coupled with hardware cost savings, UPSTART will save at least \$30,000 in 2014. This means the program can enroll upwards of 150 additional children this year, bringing the total enrollment to nearly 5,100. CenturyLink has also helped simplify the enrollment process so that UPSTART can set up a qualifying family’s Internet services at the time they register, avoiding burdensome additional paperwork for the household.

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**About Waterford**

Waterford Institute is a nonprofit research center that creates personalized cloud-based instruction through award-winning curriculum, content and assessment for children aged PreK through 3rd grade. As a nonprofit, Waterford is uniquely focused on providing accessibility, equity and excellence for our youngest learners to position them for a lifetime of learning and success.

**About UPSTART**

UPSTART was established by Waterford as a pilot demonstration project funded by the Utah state legislature, and is now in its sixth year. In January 2014, Waterford was awarded \$11.5 million from the Investing in Innovation (i3) 2013 federal grant competition to expand its successful UPSTART program.

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For more information, visit [www.waterford.org](http://www.waterford.org) or call 801-349-2200.

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