

QUANTUM FIBER UPDATE **NEW CUSTOMER SERVICE NUMBER 1-833-926-1289**

Important: CenturyLink Fiber customers moving to Quantum Fiber

As we prepare for your community's transition to Quantum Fiber, our system safeguards will prevent customers from running into possible billing or service issues.

Once the transition to Quantum Fiber begins tomorrow, your residents will not be able to make any changes to their account until the transition is completed.

During the short migration period

- Residents who have upgraded their bulk services will be required to transfer their account from CenturyLink to Quantum Fiber. See "steps required" below.

****IMPORTANT:** If upgraded residents do not complete the account transfer, their Quantum Fiber services will eventually suspend and terminate. Quantum Fiber will provide notice by email if an account is going into suspension or termination status. ****** We are showing just 15 units at Livingston Lakes with upgraded service.

- Residents who have CenturyLink Voice service and CenturyLink Internet service will maintain their CenturyLink services.

****IMPORTANT:** If these residents want to make changes to their account, they will have to set up Quantum Fiber service. Doing so means they could lose their current phone number. ******

- All other residents will be automatically transferred to Quantum Fiber service.

Steps required: transfer upgraded services to Quantum Fiber

- First, residents will receive an email from Quantum Fiber on or around 11/17/22. They need to open the email and follow the instructions to set up their password.

- Next, once logged in to their Quantum Fiber account, residents will be prompted to complete their Quantum Fiber account setup, which includes accepting applicable terms and conditions and setting up their preferred payment method. <https://q.com/instantinternet>

- Residents should bookmark their account management webpage (<https://q.com/instantinternet>) so they can return easily.

What about new residents?

- Residents who have not yet moved in or subscribed to CenturyLink service (prior to Quantum Fiber availability) will not need to take any action.

- If new residents are unable to connect directly to the internet for their bulk services, please ask them to call us at 1-833-926-1289.

More information can be found on our FAQ page at

<https://www.centurylink.com/home/mdu/assets/fiberbulk1.pdf>
