

Since the impact of Hurricane Ian, Lumen has been prioritizing TSP FCC designated circuits and services, public safety, health care and wireless. Many wireless carriers in southwest Florida would not be operating if it wasn't for Lumen's fiber backhaul. We prioritized and quickly repaired damaged fiber and circuits connecting to cell towers so first responders and residents have access to wireless services. Lumen continues to work with our wireless partners to bring up the remaining wireless circuits that are down due to extensive storm damage. Lumen is finalizing repairs to its core network as crews continue to work on restoring services damaged by flooding.

Lumen currently has about 17,000 home internet services down in the counties affected by Hurricane Ian. Technicians and engineers are working day and night to restore these services but extensive water damage is forcing us to replace some of our equipment.

- Lumen/CenturyLink is making progress each day in bringing services back up for customers. Our internet services are almost 94% restored.
- Lumen/CenturyLink is making daily progress in restoring Voice services, we have restored almost 81%.
- In areas where power is still out, we have been using generators in our central offices to keep internet services running.
- Technicians continue to repair offices, fiber and local network infrastructure to help restore the remaining services still impacted. Flooding continues to make some repairs challenging.

Please let me know if I may assist with escalating any issues, or gathering further information for you and your teams.

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