

Vendor FAQs

September 23, 2020

Do we, as a vendor, need to do anything at this time?

At this point in time there are no changes to the way you do business with us.

Is the parent company name Lumen or Lumen Technologies?

The Lumen brand was launched on September 14, 2020. As a result, CenturyLink, Inc. is referred to as Lumen Technologies, or simply Lumen. The legal name CenturyLink, Inc. is expected to be formally changed to Lumen Technologies, Inc. upon the completion of all applicable requirements.

When will CenturyLink start operating as Lumen?

CenturyLink, Inc. is a holding company that operates through its various subsidiaries. Most of these subsidiaries will not legally change their name or operate under a d/b/a that is Lumen related. Contracts signed by CenturyLink Communications, LLC can be CenturyLink Communications, LLC d/b/a Lumen Technologies Group. We will not be changing the legal name for some time. We will be changing the name of CenturyTel Service Group, LLC in the near future and will sign contracts using the new name, Lumen Technologies Service Group, LLC. We will continue to use the CenturyLink brand in connection with our Mass Markets business.

Will CenturyLink notify me when contract assignments or any other paperwork needs to be completed? It is not anticipated that any contract assignments will be required since there will only be a name change and not an entity change. We will provide notification when CenturyTel Services Group, LLC is renamed to Lumen Technologies Services Group, LLC.

Is this a full corporate name change?

No. This is the launch of our new brand for the enterprise business segment and is not a full corporate name change.

How does this impact the existing contracts & orders we have in place with your company?

There is no impact on existing contracts and orders that you currently have in place with us.

Will any tax ID numbers change?

No. Because Lumen and Lumen Technologies are brands and not legal entities, tax ID numbers will not be impacted.

Do vendors need to have a new W-9?

No. Lumen and Lumen Technologies are currently brands, not legal entities. As a result, no new W-9s will be required.

Will any W-9s change?

No. Lumen and Lumen Technologies are currently brands, not legal entities. As a result, neither Lumen nor Lumen Technologies has a W-9.

Do I need to update my quote or order that is out for signature?

No. Quotes and orders that are out for signature do not need to be updated.

Does Lumen need to be set up as a new customer in vendor systems?

No. Lumen does not need to be set up as a new vendor in customer systems. No legal entities have yet changed names. Any changes will be made when the actual legal entity names are changed.

Are there any changes in ABA, bank details?

No. There are no changes in ABA, bank details.

If business is awarded, will the contracting entity change?

No. The introduction of Lumen as a brand has no impact upon the contracting entity.