

Qwest Retirement Reference Guide

This does not apply to separations covered under the Qwest Management Separation Plan, separation for disability, or for those who are not retirement eligible.

** Please note that data feeds from Qwest to vendors who administer our benefits is not immediate & can take up to a few weeks to complete.*

| Benefit | Summary | Contact information |
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| Medical & Dental | Your current medical and dental coverage will continue through the end of the month in which you retire. You will automatically be enrolled in the retiree UHC Point Of Service or UHC Indemnity medical plan (depending on where you live), the MetLife Dental plan, basic life insurance and supplemental life insurance. You will receive a confirmation statement from the Qwest Benefits Service Center once this is complete. If you do not receive this confirmation one month after completing your retirement Pension packet, call the Qwest Benefits Service Center. | <p>Qwest Service Center- 800-729-PLAN (7526) or http://qwestbenefits.csplans.com</p> <p>For questions on claims or coverage please contact the insurance provider directly. You can find the phone number for your medical carrier on your medical card.</p> <p>Dental (MetLife) 888-356-4191</p> |
| Vision | Your current vision coverage will continue through the end of the month in which you retire. You can elect to continue any of your coverage through the Consolidated Omnibus Budget Reconciliation Act (COBRA). Qwest's COBRA administrator (CompLink) will mail you information regarding coverage within 45 days of your separation date. Contact CompLink if you do not receive your COBRA package within that time frame. Your vision coverage will not be continued unless you return the COBRA enrollment form to CompLink by the deadline indicated in your enrollment package. | <p>CompLink- 877-521-8155 or email at CustomerService@complink.biz.</p> <p>Vision (Cole Vision) 800-622-5227</p> |
| Health Care & Dependent Care Flexible Spending Accounts | Your participation in the Health Care and Dependent Care Flexible Spending Accounts will end on the date you retire. You may submit any claims for costs incurred prior to your retirement date until March 31 of the following year. You may continue participation in the Health Care Flexible Spending Account through COBRA. If you have a question regarding your reimbursement account please contact the Qwest Service Center. If you would like to continue participating in the Health Care Flexible Spending Account through COBRA, please contact CompLink. | <p>Qwest Service Center- 800-729-PLAN (7526) or http://qwestbenefits.csplans.com</p> <p>CompLink- 877-521-8155 or email at CustomerService@complink.biz.</p> |
| Basic and Supplemental Life | You will automatically be enrolled in basic life insurance and supplemental life insurance. You will receive a confirmation statement from the Qwest Benefits Service Center once this is complete. If you do not receive this confirmation one month after completing your retirement Pension packet, call the Qwest Benefits Service Center. | <p>Qwest Service Center- 800-729-PLAN (7526) or http://qwestbenefits.csplans.com</p> <p>Prudential- 800-778-3827</p> |
| Dependent or Spouse Life | Your current dependent or spouse coverage will continue through the end of the month in which you retire. You can convert this coverage to an individual policy. You will need to request this information from Prudential within 31 days after retiring. | <p>Prudential- 800-778-3827</p> |

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| Transportation Flexible Spending Account | Your participation in the Transportation Flexible Spending Account will end on the pay end date of your last paycheck. You may submit any claims for costs incurred prior to the pay end date of your last paycheck up to 6 months after your separation. If you have a question regarding your reimbursement account please contact MII Life. | MIILife - 800-859-2144 or http://www.miiilife.com |
| Long Term Care | Your Long Term Care insurance will automatically continue and you will be directly billed by John Hancock. If you have any questions or wish to cancel your coverage, contact the John Hancock Customer Service Center. | John Hancock Customer Service Center - 800-348-7937 or http://qwest.jhancock.com (username: qwest, password: jhancock) |
| Short Term Disability | Your short term disability coverage will end on the date you separate employment. This coverage cannot be continued through a conversion policy or otherwise. | |
| 401k/QSIP | Your contributions to the 401K plan will end on the date you separate employment (exception to this is any commission or bonus checks that were earned while you were active). If you wish to initiate a distribution or rollover of your account, please call the Qwest Service Center. If you have an outstanding loan, you will be required to pay back the remaining balance of the loan within 90 days of your separation from employment | Qwest Service Center- 800-729-PLAN (7526) or http://qwestbenefits.csplans.com |
| Employee Assistance Program | Separated employees and their families remain eligible for EAP services through the end of the month in which they terminate. | Pro Behavioral Health – 800-865-1044 or see www.proeap.com |
| Stock Options | Please refer to the stock option agreement that governed your grant to confirm the termination schedule. If you have questions please contact the stock plan administrator. | Stock Plan Administrator- 888-261-5796 or Stockadmin2@Qwest.com Salomon Smith Barney - 800-367-4777 or http://www.benefitaccess.com/ |
| Employee Stock Purchase Plan | Upon separation of employment, the six-month holding period will be waived. Two weeks following the end of each month, Qwest will send a report to Salomon Smith Barney detailing the separations from the prior month. At that time you can contact Salomon Smith Barney to sell, certificate, or transfer your shares. If you have questions, please contact the Stock Plan Administrator. | Stock Plan Administrator- 888-261-5796 or Stockadmin2@Qwest.com Salomon Smith Barney - 800-367-4777 or http://www.benefitaccess.com/ |
| Employment Verification | Employment verifications for both current and ex-employees are only offered through The Work Number. Please contact the vendor directly for any employment verification information. | <ul style="list-style-type: none"> ▪ The Work Number 1-800-367-2884 or www.theworknumber.com Company code: 10527 * Employment verification will cost the Verifier approximately \$10. Employment verification plus income/salary information will cost the Verifier approximately \$13. |
| AwardperQs | Your AwardperQ account with the Qwest Performance Center is turned off after 90 days. During or after these 90 days, you can contact the Qwest Performance Center at 888-559-3737 to redeem the balance of your AwardperQs. | Qwest Performance Center – 888-559-3737 https://www.qwestperformancecenter.com/qpc/index2.htm |

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| Education Assistance | <p>Management employees are no longer eligible to participate in the Education Assistance program. If you have an approved application for education assistance you may receive reimbursement only if, PRIOR to your separation of employment you complete the class (as required in the Plan), & you provide CAEL with proof of grades & you provide CAEL with all required receipts. If you have not complied with any of these, a reimbursement will not be made to you. If you satisfy all the requirements a reimbursement check will be mailed to your last known address on file with Qwest.</p> <p>Occupational employees who voluntarily separate from the business (with the exception of those employees separating under the VSPP program) are no longer eligible to participate in the PATHWAYS program. If you have current programs approved and in progress with Pathways, please contact them directly. If you are an employee who is separated via VSPP, ISPP or medical restrictions, please contact the Separated Program Administrator.</p> | <p>CAEL- 800-736-7581</p> <p>PATHWAYS- 800-345-7284</p> <p>Separated Program Administrator- PATHWAYS@cael.org</p> |
| Employee Phone Discount (Concession) | <p>Your employee discount will need to be converted to the retiree discount by completing the Employee Phone Discount Change to Retiree Form.</p> | Employee Discount/Automatic Payment Plan Center – 800-521-0503 |