



Awards and Recognitions

NATIONAL

2010

ATLANTIC-ACM bestows upon CenturyLink Wholesale Operations “Best-in-Class” Awards

CenturyLink Wholesale Operations earned "Best-in-Class" awards for the fourth consecutive year, based on the 2010 Metro Wholesale Carrier Report Card study by ATLANTIC-ACM, a leading telecommunications research consultancy and benchmarking firm.

ATLANTIC-ACM recognized CenturyLink Wholesale Operations for excellence in the area of Sales Representatives for a third consecutive year and Billing for the second consecutive year. The awards are given to carriers based on direct feedback from their wholesale customers.

"CenturyLink's wins in Sales Representatives and Billing reflect well on the company's efforts to maintain a high standard when it comes to customer experience," said Fedor Smith, president of ATLANTIC-ACM. "What is truly impressive is that CenturyLink won both of these awards in the study last year, and its legacy company Embarq won the Customer Service award in 2008 - clearly, they have a long-standing commitment to serving their customers."

Qwest (acquired by CenturyLink in 2011) won Carrier Excellence Awards for Customer Service, Data Value, Performance, Network, Billing (tied) and Provisioning in 2010, as well as receiving the highest numerical average ratings of metro wholesale customers' opinions for their Local Circuit Switched Voice Quality and SONET Ring Quality. In 2009, Qwest received Best-in-Class awards for Enterprise Data Value, Small-Business Data Value, Network Performance, Enterprise Voice Value, Provisioning, Billing and Sales Representatives and Quality of Data Solution

Avaya names CenturyLink Service Provider Partner of the Year

CenturyLink has been named the 2010 "Service Provider Partner of the Year" by Avaya. The award was announced at the Avaya 2011 America's Partner Conference in Las Vegas, Nevada.

Avaya is a global leader in business communications software, systems and services. This prestigious award, earned in the first year of CenturyLink's channel partner agreement with Avaya, was given based on the company's ability to fully certify and train more than 500 sales and professional engineer and technician resources, growth in revenue performance of 110 percent and internal deployment of Avaya technology.

"CenturyLink has risen to the top despite operating during economically challenging times in our country and has continued to invest their time and resources in advancing their Avaya expertise," said Sandy Preizler, vice president, Service Provider Channels, Avaya. "As a result, they were rewarded by both the market and now, by Avaya."

“This award represents CenturyLink’s ongoing efforts to bring superior solutions to our business customers,” said Shirish Lal, senior vice president of marketing at CenturyLink. “Our customers have leveraged Avaya technology along with advanced CenturyLink services such as Ethernet, MPLS, and Managed Services to build state of the art communications networks which help them deliver on their business objectives.”

Bloomberg Businessweek ranks CenturyLink 7th among Tech 100

For the 12th year, Bloomberg Businessweek has ranked the top performing tech companies in the world. And among the 2010 superstars such as #2 Apple, #4 Amazon and #22 Google, this year you will find CenturyLink at #7 – a member of the prestigious digital elite. Pare down the list to include only U.S. companies, and CenturyLink comes in at a healthy #4.

Cisco Partner Summit Regional Awards for the U.S. and Canada

Cisco Systems, Inc. recognized the Business Markets Group (BMG) division of Qwest (acquired by CenturyLink in 2011) with U.S. and Canada Service Provider Cisco Capital Partner of the Year, Service Provider Advanced Technology Partner of the Year and West Region SLED Partner of the Year. In 2009, Cisco Systems, Inc. recognized the BMG with US and Canada Provider Partner of the Year, Advanced Technology Partner of the Year and Services Partner of the Year.

Nemertes PilotHouse Award for "Top Provider of Carrier Ethernet Services for a Market Challenger"

Nemertes Research interviewed more than 2,000 IT decision makers and asked them to rate Ethernet providers. Qwest (acquired by CenturyLink in 2011) received the highest rating for customer service of any provider and the highest overall score among Ethernet Market Challengers, winning the prestigious Pilothouse Award. In 2009 Qwest received awards for Top Provider - Best Overall, Best Value and Best Customer Service.

2009

ATLANTIC-ACM bestows upon CenturyLink Wholesale Operations “Best-in-Class” Awards

CenturyLink was recognized by ATLANTIC ACM with four Wholesale “Best-in-Class” awards: Provisioning (three-time winner), Customer Service (two-time winner), Sales Representatives (two-time winner) and Billing.

Eastman Chemical Company “Supplier of the Year”

CenturyLink was tapped by Eastman Chemical Company as the 2009 "Supplier of the Year," the first time in Eastman's 90-year history the honor has been awarded to a communications company. CenturyLink was selected from 6,000 global Eastman suppliers. The award was presented at a ceremony held in April 2010. Eastman is a global chemical company manufacturing and marketing a broad portfolio of chemicals, fibers and plastics. Their world headquarters in Kingsport, Tennessee is also home to their research and development operations.

REGIONAL AND LOCAL

2010

"Above and Beyond" Business Award – Citrus County, Florida

CenturyLink, along with Mike Fitzpatrick-Area Plant Supervisor, was awarded the 2010 "Above and Beyond" Business Award from the Citrus County Chamber of Commerce located in Inverness, Florida.

Reader's Choice Awards, Best ISP – Sussex County, New Jersey

CenturyLink was voted the #1 Internet Service Provider in Sussex County, New Jersey and surrounding areas, as per the New Jersey Herald's annual Readers' Choice Awards. The list of winners was published May 16, 2010.

Reader's Choice Awards, Best ISP – Whitley County, Indiana

CenturyLink was voted the #1 Internet Service Provider in Whitley County, Indiana, as per the Post & Mail's annual Readers' Choice Awards.

Thomas H. Scott Award of Excellence – Monroe, Louisiana

CenturyLink received the 2010 Thomas H. Scott Award of Excellence for Corporate entities, an award presented to Monroe-based businesses for contributing to the local economy.

2009

Corporate Member of the Year – New Bern, North Carolina Area Chamber of Commerce

CenturyLink was named Corporate Member of the Year by the New Bern Area Chamber of Commerce. The company was cited for being a consistent and dependable supporter of Chamber events and its membership in the New Bern Military Alliance since it began in 2001.

Member of the Year – Olive Branch, Mississippi Old Towne Association

CenturyLink was named 2009 Member of the Year by the Olive Branch Old Towne Association.

Readers' Choice Award, Best of Charlotte – Port Charlotte, Florida

CenturyLink's Port Charlotte/Punta Gorda Area retail store was presented with the 2009 Best of Charlotte Readers' Choice Award for Internet provision.

SOAR (Seeking Opportunities Achieving Results) Business of the Year Award – San Marcos, Texas Chamber of Commerce

CenturyLink received the first ever SOAR (Seeking Opportunities Achieving Results) Business of the Year Award from the San Marcos Chamber of Commerce for "exemplary service and commitment to the community." The award recognizes local educational collaborative efforts for encouraging increased educational attainment in the area. CenturyLink was a founding member of the San Marcos Educational Foundation and funds three scholarships to San Marcos High School seniors who choose to attend Texas State University in the city.

TIDE Award – Walton County, Florida (Fourth Quarter Award)

The TIDE Program recognizes and celebrates economic investment by businesses and organizations in Walton County. Two awards are presented quarterly by the Walton County Economic Development Alliance (WCEDA) to area businesses that made a tangible investment

or improvement in buildings, equipment/machinery, or other business assets that resulted in the creation or retention of jobs, increase in tax base, and other forms of economic growth. The WCEDA also recognizes businesses that have made a long-term investment in Walton County by having operated successfully for a minimum of five years, and are in good standing with and have contributed to the community in which they conduct business.