

## Analyst firm ATLANTIC-ACM recognizes CenturyLink for delivering high-quality customer service and value to business customers

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MONROE, La., June 21, 2018 /PRNewswire/ -- CenturyLink, Inc. (NYSE: CTL) has been recognized by ATLANTIC-ACM with two Business Connectivity Service Provider Excellence awards for delivering high-quality customer service and value with its retail data service offerings. The awards, given at **Telecom Exchange (TEX) 2018**, offer validation that CenturyLink's expertise and its secure global network continue to drive added value to organizations on their digital transformation journeys.

"CenturyLink's win for Customer Service and Data Value is well deserved, and speaks to their customers' appreciation of both the services they provide and the support they put behind those services," said Fedor Smith, president, ATLANTIC-ACM. "This achievement is particularly impressive since CenturyLink is deep in the process of the Level 3 integration."

The Customer Service Award is based entirely on customer service score averages within ATLANTIC-ACM's survey of nearly 2,500 unique carrier ratings, conducted from March through June. The Data Value Award is given to the provider who receives the highest combined ratings for perceived quality and price competitiveness of their data service offerings.

"Being recognized by ATLANTIC-ACM year after year is a great honor, especially since the awards are based so much on us delivering great customer experiences," said Ed Morche, president of strategic enterprise and government markets, CenturyLink. "We not only offer robust, high-quality network and IT solutions, but CenturyLink's focus on post-sales customer service is a true differentiator in the market."

The awards continue CenturyLink's streak of wins: **ATLANTIC-ACM recognized CenturyLink last October** with a

2017 Metro Wholesale Service Provider Excellence Award for Billing, and with a **U.S. Long Haul Wholesale Service Provider Excellence Award** in May 2018. Level 3, acquired by CenturyLink in November 2017, won five awards in 2017.

A recognized world leader in communications services, CenturyLink provides a range of solutions and services to support traditional and converged communications on a global basis.

#### **Additional Resources**

- For more information on CenturyLink's prior award wins from ATLANTIC-ACM:
  - <http://news.centurylink.com/2017-10-27-CenturyLink-receives-Wholesale-Provider-Excellence-Award>
  - <http://news.centurylink.com/CenturyLink-receives-five-Wholesale-Provider-Excellence-Awards-from-ATLANTIC-ACM>
  - <https://www.atlantic-acm.com/atlantic-acm-delivers-2017-north-american-business-connectivity-service-provider-excellence-awards/>.
- TEX is a C-level networking event that provides collaboration and education opportunities with the industry's top thought leaders.

#### **About CenturyLink**

**CenturyLink** (NYSE: CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.

#### **About ATLANTIC-ACM**

Founded in 1991, ATLANTIC-ACM, is a leading strategic consulting firm to the telecom and technology sectors. ATLANTIC-ACM assists corporate and investor clients in evaluating strategic growth opportunities for successful investment, market entry, optimization, and long-term planning. For more than two decades, Boston-based ATLANTIC-ACM has helped leading companies identify opportunities, capture and retain market share, and navigate changing market dynamics, economies, and technologies. For more information, visit ATLANTIC-ACM's website at <http://www.atlantic-acm.com>.

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