



NEWS RELEASE

## CenturyLink Network Operations Center receives TL 9000 certification

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MONROE, La., April 30, 2015 /PRNewswire/ -- **CenturyLink, Inc.** (NYSE: CTL) today announced that its national IP backbone Network Reliability Center (NRC) has earned TL 9000 certification under the product category 7.3.2 Network Operations Center (NOC) for management, surveillance, and restoration of the global CenturyLink IP infrastructure supporting data, voice, and video services.

TL 9000 is the communications industry standard developed by the QuEST (Quality Excellence for Suppliers of Telecommunications) Forum with the following goals:

- Establish and maintain a common set of telecom Quality Management System (QMS) requirements, which reduces the number of standards for the industry.
- Foster a system that protects the integrity and use of telecom products hardware, software and services.
- Define effective cost and performance-based measurements to guide progress and evaluate the results of QMS implementation.
- Drive continual improvement and enhance customer relationships.

TL 9000 certification includes a rigorous set of requirements along with specific performance measurements which must be tracked on an ongoing basis.

As part of the certification, CenturyLink's IP backbone NRC was audited by **National Quality Assurance (NQA)** and recognized for its quality management initiatives and continuous improvements. The NRC is part of CenturyLink's Network Reliability Operations Center and focuses on the reliability of the network's performance in order to provide a positive customer experience.

"We continue to make service improvements within our Network Reliability Center to enhance the network's

performance and ensure we meet our customer's expectations now and for years to come," said Matt Rotter, senior vice president, CenturyLink network operations. "Receiving the TL 9000 certification is a great achievement for CenturyLink. We will continue to implement a comprehensive quality plan in our operations centers to ensure the ongoing strength of our network."

In 2012, CenturyLink became one of the first major carriers in North America to receive a TL 9000 NOC certification for its Network Event Management Center (NEMC). In order to maintain the TL 9000 certifications, CenturyLink undergoes annual re-certification audits to ensure TL 9000 compliance and continual improvement of the QMS.

### **About CenturyLink**

CenturyLink is the third largest telecommunications company in the United States and is recognized as a leader in the network services market by technology industry analyst firms. The company is a global leader in cloud infrastructure and hosted IT solutions for enterprise customers. CenturyLink provides data, voice and managed services in local, national and select international markets through its high-quality advanced fiber optic network and multiple data centers for businesses and consumers. The company also offers advanced entertainment services under the CenturyLink® Prism™ TV and DIRECTV brands. Headquartered in Monroe, La., CenturyLink is an S&P 500 company and is included among the Fortune 500 list of America's largest corporations. For more information, visit [www.centurylink.com](http://www.centurylink.com).

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