



NEWS RELEASE

CenturyLink Receives Frost & Sullivan 2011 U.S. Consumers' Choice Award for Best Landline Telephone Service Provider

2012-04-16

MONROE, La., April 16, 2012 /PRNewswire/ -- CenturyLink (NYSE: CTL) has received the 2011 Consumers' Choice Award for "Best Landline Telephone Service Provider for Customer Value Enhancement" from Frost & Sullivan, a business research and consulting firm. The award, based on consumers' evaluations of their landline telephone service providers, recognizes CenturyLink's focus on enhancing the value that its customers receive in the areas of service quality, price and customer service.

(Logo: <http://photos.prnewswire.com/prnh/20090602/DA26511LOGO>)

According to Frost & Sullivan, CenturyLink was selected over its competitors for the variety of services the company offers its customers in addition to having reasonably-priced, value-added bundled service packages. The survey also cites CenturyLink's efforts in making it easier to communicate with customer service representatives.

"CenturyLink has shown that it is moving aggressively to enhance the value of its landline voice telephone offerings," said Gina Villanueva, Frost & Sullivan research analyst.

The Frost & Sullivan Award for Customer Value Enhancement is presented each year to the company that demonstrates excellence in implementing strategies that proactively create value for its customers. This award recognizes the company's inordinate focus on enhancing the value that its customers receive, leading to improved customer retention and ultimately customer base expansion.

"We are pleased that Frost & Sullivan has recognized CenturyLink for our efforts to provide customers with a strong mix of quality products and services at affordable prices," said Karen Puckett, CenturyLink executive vice president and chief operating officer. "We focus every day on meeting our customers' needs with a wide range of residential

and business offerings and excellent customer service from dedicated and skilled employees.

CenturyLink was honored during Frost & Sullivan's Excellence in Best Practices Awards Banquet March 13 in Coronado, Calif.

About CenturyLink

CenturyLink is the third largest telecommunications company in the United States. The company provides broadband, voice, wireless and managed services to consumers and businesses across the country. It also offers advanced entertainment services under the CenturyLink™ Prism™ TV and DIRECTV brands. In addition, the company provides data, voice and managed services to enterprise, government and wholesale customers in local, national and select international markets through its high-quality advanced fiber optic network and multiple data centers. CenturyLink is recognized as a leader in the network services market by key technology industry analyst firms, and is a global leader in cloud infrastructure and hosted IT solutions for enterprises through Savvis, a CenturyLink company. CenturyLink's customers range from Fortune 500 companies in some of the country's largest cities to families living in rural America. 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.

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