



NEWS RELEASE

## CenturyLink Wholesale Operations Earns 'Best-In-Class' Awards

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Customers Give Company Top Ratings for Fourth Consecutive Year

MONROE, La., Oct. 5 /PRNewswire/ -- CenturyLink Wholesale Operations, a division of CenturyLink, Inc. (NYSE: CTL), has 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.

Presenting the awards recently at the COMPTTEL PLUS Convention & Expo in Dallas, 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."

"These awards represent the voice of our customers and exemplifies the commitment we have maintained in providing them with the best possible experience," said Bill Cheek, president of CenturyLink Wholesale Operations. "I am proud of what we have accomplished and we remain committed to providing our customers with best-in-class service."

### About CenturyLink

CenturyLink is a leading provider of high-quality broadband, entertainment and voice services over its advanced

communications networks to consumers and businesses in 33 states. CenturyLink, headquartered in Monroe, La., is an S&P 500 company and is included among the Fortune 500 list of America's largest corporations. For more information on CenturyLink, visit [www.centurylink.com](http://www.centurylink.com).

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

Boston-based ATLANTIC-ACM is a leading provider of strategic research and consulting services, serving the telecommunications and information industries. In addition to producing the industry's principal benchmarking, sizing and opportunity studies, the company assists clients in evaluating telecommunications opportunities for successful investment, market entry, and long-term planning. For more information, visit ATLANTIC-ACM's website at [www.atlantic-acm.com](http://www.atlantic-acm.com).

SOURCE CenturyLink, Inc.

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