



NEWS RELEASE

CenturyLink's bilingual call center celebrates 28 years of serving the Hispanic community

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PHOENIX, Sept. 17, 2012 /PRNewswire/ -- The bilingual call center of **CenturyLink, Inc.** (NYSE: CTL) is celebrating 28 years of meeting the needs of Spanish-speaking customers.

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

"El Centro de CenturyLink" was founded in Phoenix in 1984 by three employees who saw a need to provide in-language customer service to the company's Spanish-speaking customer base. Today, El Centro remains based in Phoenix, and has more than 180 bilingual employees serving the residential and small business communications needs of customers through phone and online sales, service, and technical support.

El Centro is committed to investing in the communities it serves. El Centro employees collect school supplies, canned food, clothing and monetary donations to support local children and families in need.

"On behalf of CenturyLink, I would like to congratulate our bilingual call center employees for 28 years of service to the Hispanic community," said Ken McMahon, vice president/general manager of CenturyLink in Phoenix. "Years ago, three employees understood the importance of serving the growing Hispanic market, and today, we continue to follow their vision not only through our bilingual call center, but through our philanthropic efforts as well."

To learn more about CenturyLink's products or services in Spanish or to chat with an in-language representative, visit www.centurylink.com/espanol or call 1-800-624-7957.

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.

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