

Corporate Social Responsibility Report

2012



CenturyLink®

A MESSAGE FROM GLEN POST

At CenturyLink, our vision is to improve the lives of our customers. Through our products and services, we help strengthen businesses from Main Street to Wall Street to those competing in the global market, and we connect communities to information and services throughout the world.

Through our involvement in efforts ranging from environmental stewardship to community investment, we further our commitment to improve lives by being a good citizen and neighbor in the communities where we work and live. In this, our first CenturyLink Community Social Responsibility Report, we outline many of our current initiatives.

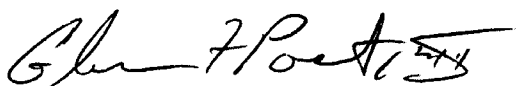
I encourage you to read this full report to gain a comprehensive view of our activities. A few highlights:

- We are committed to environmental sustainability through programs that include waste recycling, green information technology, and procurement policies and practices.
- CenturyLink provides incentives for employees in certain communities to make use of public transit or green commuter programs.
- Our Ethics and Compliance Program provides employees with guidance in making ethical business decisions and provides mechanisms for employees to report concerns.
- We have a Supplier Code of Conduct that establishes expectations for our contractors and vendors regarding ethical business practices.
- Through our Matching Time Grant program, employees volunteering time to a non-profit agency can earn a CenturyLink Foundation grant for that organization.
- Our employees can further their community support through our annual Employee Giving Campaign and our Annual Food Drive.
- CenturyLink's Privacy Policy protects our customers' information and keeps our customers informed about the information we collect and the choices they have regarding that information.
- Diversity is celebrated and promoted through our Employee Resource Groups, recruiting, global supply chain and community outreach.

In recognition of our efforts, communities across the country have awarded us with recognitions ranging from being the best Internet provider to being an outstanding supporter of community events and activities.

CenturyLink also has been globally recognized by independent sources as a leader in technology innovation and for being a trusted and reliable partner to businesses through our data and communications services.

Thank you for taking the time to better understand how CenturyLink is working to fulfill our vision of improving the lives of those we serve.



Glen F. Post, III
Chief Executive Officer and President

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.

With the addition of Savvis, CenturyLink is a premier managed hosting and cloud provider with national and global scale. The company has 54 data centers as of Dec. 31, 2012, 44 of which are in North America, five in Europe, and five in Asia. CenturyLink is focused on maximizing the value of our national and international network, and Savvis gives us a truly global presence with hosting and cloud services and has a total of approximately 1.4 million square feet of sellable floor space in our data centers. International data and IT services are a necessity for many enterprise businesses, and Savvis opens up new service offerings for our customers. Combining the strengths of CenturyLink's network infrastructure with Savvis' expertise in cloud, savvisdirect was launched in December 2012, offering businesses of all sizes a set of frictionless, cost-effective cloud services.

UNIFYING PRINCIPLES

Our Unifying Principles represent the fundamental values upon which CenturyLink is built, and they serve as the foundation upon which we continue to grow, conduct business and interact with our customers and each other.

Our Unifying Principles are Fairness, Honesty and Integrity, Commitment to Excellence, Positive Attitude, Respect, Faith and Perseverance.

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ENVIRONMENTAL SUSTAINABILITY

CenturyLink is actively making choices to lessen our impact on the environment while offering our customers solutions that enable them to do the same. Our goal is to help ensure the long-term health of our environment and join with consumers and businesses who are focusing on ways to promote and practice intelligent use of resources.

OUR APPROACH IS THREEFOLD:

- **Collaborative solutions**
- **Resources and waste management**
- **And technological transformation.**

ENVIRONMENTAL SUSTAINABILITY

COLLABORATIVE SOLUTIONS

Environmental Sustainability Council

The CenturyLink Environmental Sustainability Council facilitates collaboration across the company to identify and implement actionable “greening” initiatives. The council aims to reduce the company’s carbon footprint and evaluates the ongoing economic feasibility of green initiatives.

Our Customers

CenturyLink helps customers go green with products and services that use environmentally friendly architectures such as IP and Ethernet in order to reduce environmental impact and better manage natural resources. Some examples include:

- The virtualization of physical resources and environments through collaboration ware, webcams and more
- The reduction of paper waste with online billing, autopay, and converting faxes to email
- The minimization of carbon footprints by reducing the need for air travel and other transportation



Our Employees

CenturyLink knows that the environment and sustainability are important to our employees. Therefore, CenturyLink has a “Going Green” internal Web page that encourages employees to submit suggestions for helping the company go green. Suggestions are evaluated based on feasibility, budget and other factors.

To showcase both individual and business unit efforts that make a positive environmental impact, CenturyLink has established an internal Green Tip Board for green ideas and news.

Alliance for Telecommunications Industry Solutions (ATIS)

As an active member and contributor to ATIS, CenturyLink works alongside other industry leaders to identify and promote energy-efficient technologies and equipment. Also, CenturyLink is a member of the ATIS Exploratory Green Group (EGG), which is developing recommendations and sharing best management practices for the telecommunications industry in the area of environmental sustainability. The EGG examines ways the telecommunications industry can assist businesses in reducing their carbon footprints through videoconferencing, telecommuting, smart buildings and other industry-related solutions.

Green Grid

CenturyLink’s affiliate membership in The Green Grid Association provides CenturyLink with an open industry consortium of end users, policy makers, technology providers, facility architects, and utility companies that works to improve the resource efficiency of information technology and data centers throughout the world. With more than 175 member companies, Green Grid seeks to unite global industry efforts, create a common set of metrics, and develop technical resources and educational tools to further its goals.

Carbon Disclosure Project

CenturyLink submits its annual carbon inventory to the Carbon Disclosure Project (CDP). The CDP is an independent, not-for-profit organization that aims to create an ongoing relationship and meaningful dialogue between shareholders and corporations about the implications of climate change.

The CDP issues an annual questionnaire and then assigns a Carbon Disclosure Leadership Index (CDLI) rating based on how the company is reducing its carbon footprint.

ENVIRONMENTAL SUSTAINABILITY RESOURCES AND WASTE MANAGEMENT

Recycling

The CenturyLink Waste Minimization and Recycling Program diverts millions of pounds of electronic and communications equipment from landfills each year. CenturyLink recycles telecommunications equipment such as batteries, wood poles, electronics, computer equipment, copper wire, fluorescent lamps, fleet oil and solvents.

Procurement

CenturyLink is actively initiating programs in the procurement of its products and services to lessen its environmental impact. Programs include:

EPA SmartWay

CenturyLink is a member of the EPA's voluntary SmartWay Transport Shippers program. The SmartWay program recognizes partners that set and achieve goals to reduce greenhouse gas (GHG) emissions in their freight transport operations. The program encourages using SmartWay Partner freight carriers that are improving their own fuel efficiency, which helps reduce potential environmental impacts from freight shipping activities.

Telecommunications Energy Efficiency Ratio

CenturyLink requires suppliers to apply the Telecommunications Energy Efficiency Ratio (TEER) metric to appropriate proposal submissions. The TEER measures and uniformly quantifies energy consumption for network components, which helps ensure the energy efficiency of new network equipment.

Set-Top Box Energy Conservation

CenturyLink announced its voluntary participation with thirteen other companies, in an unprecedented Set-Top Box Energy Conservation Agreement. The agreement stipulates that at least 90 percent of all new set-top boxes purchased and installed after January 1, 2013 will meet the U.S. Environmental Protection Agency Energy Star 3.0 efficiency levels. Based on market projections, the Consumer Electronics Association (CEA) and National Cable & Telecommunications Association (NCTA) estimate an annual residential energy savings of more than \$1.5 billion when the agreement is fully realized.

Gas Emissions

It is estimated that gas emissions from transportation represent 33 percent of total domestic emissions. Programs to reduce gas emissions include:

CenturyLink Fleet

The CenturyLink fleet includes flex-fuel vehicles and propane fueled vehicles. These vehicles produce significantly less greenhouse gas emissions than traditional vehicles. The CenturyLink fleet routinely evaluates greenhouse gas friendly alternatives for possible addition to the fleet.

Commuter Programs

CenturyLink offers commuter programs to employees in Seattle, Portland, and Phoenix.

In partnership with Denver's Regional Transportation District (RTD), CenturyLink offers employees who commute to work discounted monthly transit via bus or light rail paid on a pre-tax basis. RTD estimates the average commuter using public transit saves about \$9,100 annually.



ENVIRONMENTAL SUSTAINABILITY TECHNOLOGICAL TRANSFORMATION

Green Information Technology Program

CenturyLink's IT organization has implemented initiatives to reduce energy consumption and reduce the company's carbon footprint. These projects include decommissioning unused servers and replacing aging equipment with newer, more efficient server installations. These efforts have resulted in an estimated annual energy savings of nearly seven million kilowatt hours, the equivalent of more than 565,000 gallons of gasoline.

Hosting Center Efficiency

Our approach to energy efficiency in our hosting centers is multifaceted: airflow management, upgraded technology and economization.

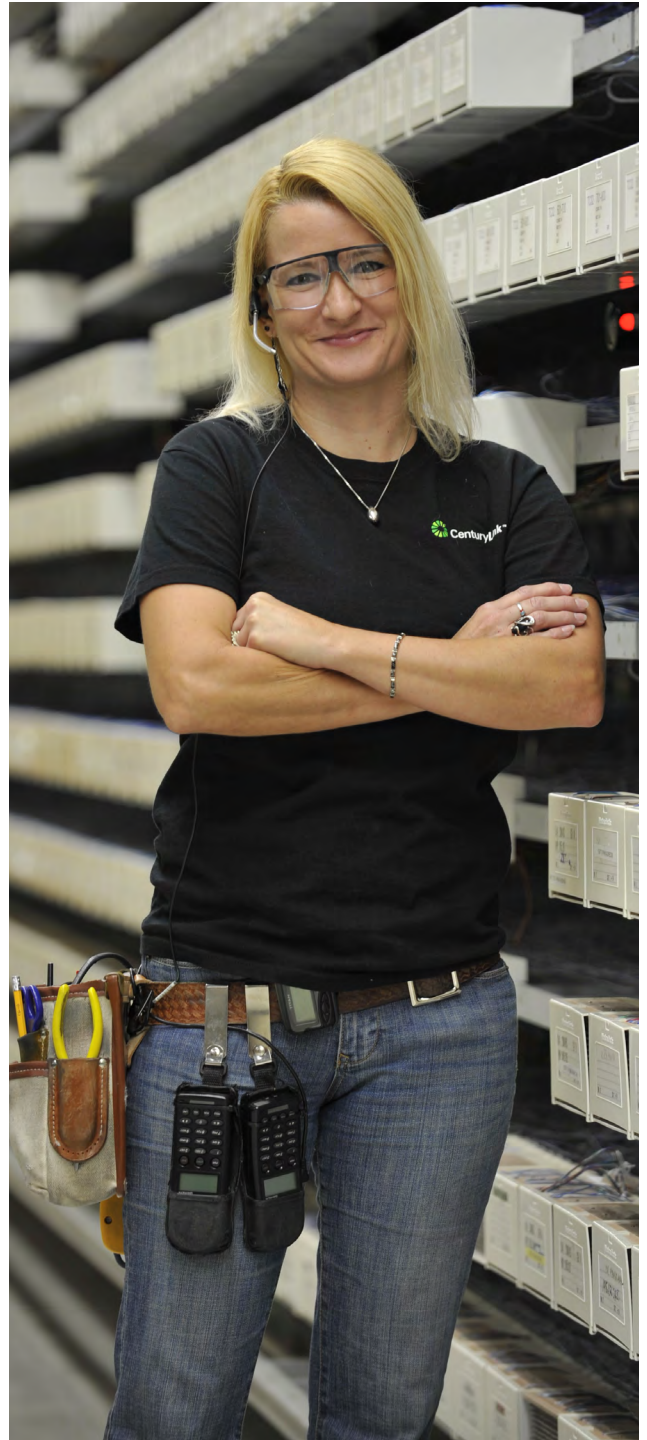
Airflow management involves circulating server air to maximize heat rejection. Technology upgrades at select sites allow for extended economization hours. These upgrades include load-specific cooling capacities, variable speed cooling equipment and control systems and tailoring systems to utilize outside air and ambient weather conditions.

Implementation of energy efficiency measures resulted in an estimated annual energy savings of more than 25 million kilowatt hours.

Network Energy Efficiency Group

The CenturyLink Network Energy Efficiency Group, a subcommittee of the Environmental Sustainability Council, has launched several initiatives which have created energy savings and efficiency within the network, including:

- Shutting off power to excess rectifiers and unused converter plants, resulting in an estimated annual energy savings of more than 13 million kilowatt hours
- Switch consolidations, resulting in an estimated annual energy savings of more than six million kilowatt hours, and
- The removal of common power supply unit cards from unused transport shelves, resulting in an estimated annual energy savings of more than 600,000 kilowatt hours.



CENTURYLINK® INTERNET BASICS

CenturyLink® Internet Basics makes reliable and affordable monthly Internet service possible for qualifying low-income households. The program also offers an optional new netbook for a reduced price. In many areas, CenturyLink is offering free public hands-on training sessions to anyone interested in learning about using computers and the Internet, regardless of income. CenturyLink Internet Basics is an ongoing public service program supporting the Federal Communications Commission goal of bringing high-speed Internet to low-income households.



ETHICS & COMPLIANCE PROGRAM

Upholding a strong ethical culture is of paramount importance to CenturyLink. The CenturyLink Ethics and Compliance Program is founded upon our Unifying Principles, and we expect employees and third-party representatives to embrace these values – conducting themselves with the highest level of integrity when doing business with and on behalf of CenturyLink.

Our program provides guidance for making ethical business decisions, facilitates legal compliance and ethics training, and assists individuals with resources and reporting tools.

In addition, our Supplier Code of Conduct sets forth expectations for contractors, vendors and other third parties with respect to conducting business activities on our behalf in compliance with our high ethical standards. As our business expands globally, we continue to evaluate our program and compliance efforts to ensure the issues presented within a diverse world market are addressed and relevant.

CenturyLink competes in the marketplace on the basis of service and product quality, pricing and reputation. We prohibit bribery and unlawful or unethical forms of payment of any kind as we conduct business to acquire and/or retain revenue. We also proactively communicate our anti-bribery policy to our agents, contractors, partners and vendors, and we require them to certify that they will abide by all applicable laws and regulations.

POLITICAL CONTRIBUTIONS AND TRANSPARENCY

CenturyLink encourages its employees to be actively involved in the community, including supporting political candidates and initiatives of their choice. CenturyLink employees and representatives are expected to comply with all applicable laws regarding political contributions. CenturyLink has established various Political Action Committees (PACs) that are legally recognized organizations that may accept voluntary contributions and make expenditures to support candidates for elected office. Eligible employees may make contributions to a CenturyLink-sponsored PAC. However, employees are not pressured to participate in any PAC or PAC-related activity. Moreover, CenturyLink does not attempt to influence employee contributions or political activities. CenturyLink may, on occasion, elect to spend authorized funds to publicize a specific event or viewpoint. In such case, CenturyLink complies with applicable law, including requirements regarding the filing of disclosure reports with the appropriate federal or state election commission.

CenturyLink values responsible corporate governance and participates in the political process in an effort to formulate policies that benefit our customers, shareholders, and the communities we serve. We also strive to provide transparency concerning our political contributions and expenditures. To that end, CenturyLink will publish a semiannual Political Contributions Report on our corporate website beginning in late 2013.

CUSTOMER PRIVACY

CenturyLink takes customer privacy very seriously; safeguarding personal information and protecting privacy is a priority.

Like most companies, we have certain information about our customers and may use it to provide our services. We also share it as needed to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it too.

The CenturyLink Privacy Policy describes how we use and protect the information we collect about customers and users and the choices they have. Our Privacy Policy is available at www.centurylink.com/privacy.

COMMUNITY INVOLVEMENT

CenturyLink is committed to strengthening the communities it serves through philanthropy, volunteerism and support of local community initiatives.

We focus our charitable giving and volunteerism on strengthening communities through primary education, programs that support youth, and technology-focused initiatives. The majority of our community investment is managed at the local level because we believe that our employees know how best to support the communities in which they live and work.

Volunteerism

We encourage our employees to donate their time, talents and resources to local non-profit organizations, and we support their efforts. With more than 45,000 employees around the world, our employees' interests and passions are varied. You'll find our employees volunteering with youth organizations, in schools, health-related causes and little leagues - just about anywhere there is a need in their community.

We encourage this volunteerism and support it through our Matching Time Grants program funded by the CenturyLink Clarke M. Williams Foundation.

Through this program, employees who volunteer 40 hours or more within a six-month period to an eligible 501(c)3 non-profit agency can earn a \$500 grant for that organization.

In addition to volunteering on their own, our employees and retirees have the opportunity to unite with co-workers on community service projects through our Employee Resource Groups, Community Relations Teams, Telecom Pioneers and Independent Telecom Pioneer Associations.

Employee Giving

We also provide employees with a method for continual giving to charities they support. During our annual Employee Giving Campaign, employees are allowed to donate to 501(c)3 agencies through payroll deduction. In turn, the Foundation matches those donations with a gift to the United Way in the employee's local community. Our 2012 campaign resulted in \$3.1 million in individual donations to more than 2,500 non-profit agencies in our U.S. markets and a match of \$1.8 million to more than 300 local United Way organizations across the United States.



Annual Food Drive

The communities we serve are diverse, but one common need in every community is hunger.

In 2012, CenturyLink hosted our Backpack Buddies Feed the Children Food Drive to raise awareness and funds for programs that provide food to students over weekends and holidays when school lunches are not available. Through this drive, our employees and community members donated an equivalent of 1.7 million pounds of food and monetary donations to more than 250 food banks across the United States. The Foundation added a match of one million dollars to the drive. That gift was allocated at \$1 per pound up to one million pounds to local food banks based on the amount donated in their areas.

DIVERSITY



CenturyLink believes that embracing diversity and creating a culture of inclusion make CenturyLink a better company. By incorporating a variety of viewpoints, insights and perspectives, CenturyLink is a better service provider, a better community partner and better able to serve our diverse employee and customer base. The Diversity Steering Committee plays a key leadership role in bringing this philosophy to life within the culture of the company.

CenturyLink Diversity Steering Committee

CenturyLink has a senior-level Diversity Steering Committee, which shapes and drives the company's overall diversity strategy. The committee reviews the company's diversity initiative results, which include training and education, marketing, hiring, talent development, company culture and employee engagement. In addition, it provides guidance and feedback on diversity initiatives.

Employee Resource Groups

Employee Resource Groups (ERGs) play an important role in CenturyLink's diversity philosophy. ERGs assist with employee career development, increase employee engagement and help us connect with CenturyLink's increasingly diverse customer base.

CenturyLink ERGs include:

- ABTP – Alliance for Black Telecommunications Professionals
- EAGLE – Resource group supporting Gay and Lesbian employees
- FRIENDS – Resource group supporting persons and family members with disabilities
- PAAN – Resource group supporting Asian and Pacific Islander employees
- SOMOS – Resource group supporting Hispanic employees
- CenturyLink Women Empowered – Resource group supporting women employees
- CenturyLink Veterans – Resource group supporting veteran employees
- Voice of Many Feathers – Resource group supporting American Indian employees

CenturyLink provides each ERG with an operating budget, meeting space and an internal website. ERGs are open to all CenturyLink employees and are publicized through the company's internal communication channels.

Recruiting and Outreach

CenturyLink attracts employees who are drawn to our strategy to improve lives, strengthen businesses and connect communities and who willingly embrace our Unifying Principles. Job openings are cross-posted on more than 200 diversity job boards, and we have an active military recruiting strategy, including an online military job code translator. We recruit through multiple diversity partners such as Historically Black Colleges and Universities and predominantly Hispanic educational institutions. We also partner with INROADS for internship programs.

CenturyLink supports many community events and organizations including Juneteenth, Asian New Year, Cinco de Mayo and Pride festivals in various communities around the globe.

SUPPLIER DIVERSITY

The Supplier Diversity Organization is an integral part of CenturyLink's global supply chain. CenturyLink values the unique blend of cultural, social and business expertise, energy and creativity that diverse suppliers provide.

We integrate supplier diversity into our strategic sourcing process through measurable goals and objectives. CenturyLink maintains a 10-12% average annual spend with minority businesses. Additionally, we maintain an open door policy with minority suppliers, include them in request-for-proposal processes and maintain an active presence in minority business events and local minority chambers of commerce.



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