

Corporate Social Responsibility Report

2014



CenturyLink®

A Message From Glen Post

Over the past several years, CenturyLink has transformed from a local provider of traditional network communications to a global provider of advanced, IP-enabled network, cloud and hosting, and IT solutions company serving consumers and businesses of all sizes. Although this transformation has created significant change for our Company, we have remained committed to the same set of core values – our Unifying Principles – for more than a quarter of a century.

Our Unifying Principles – Fairness, Honesty and Integrity, Commitment to Excellence, Positive Attitude, Respect, Faith and Perseverance – guide our interactions with our customers, communities, and one another. They are how we enact our vision to improve lives, strengthen businesses and connect communities through the wide range of advanced technologies we deliver every day.

In this publication, you will read how we have put these principles into action through efforts ranging from environmental stewardship to community investment.

Highlights of these efforts include:

- CenturyLink's commitment to providing employees and customers with a safe and healthy environment, including our environmental health and safety training and practices.
- Our sustainability efforts, including reduction of paper waste through programs such as online billing and autopay.
- Efforts to reduce carbon use in our data centers around the world.
- A waste minimization and recycling program that diverts millions of pounds of electronic and communications equipment from landfills each year.
- Our Corporate Ethics and Compliance Program, which provides employees with guidance in making ethical business decisions and provides mechanisms for employees to report concerns.
- A Supplier Code of Conduct that establishes expectations for our contractors and vendors regarding ethical business practices.
- 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.
- A Matching Time Grant program that supplements the efforts of employees who volunteer a certain number of hours to a non-profit agency with a CenturyLink Foundation grant for that organization.
- A senior-level Diversity Steering Committee to help drive training, education, marketing, supplier selection, hiring, talent development, culture and employee engagement, including support of Employee Resource Groups, which represent our diverse employee base and assist in connecting us with the varied cultures and backgrounds of our customers.

DiversityInc, Newsweek and Minority Business News USA are among the organizations that have recognized CenturyLink for the various initiatives, programs and activities outlined in this report. We are pleased that our efforts are fulfilling our vision to improve the lives of those we serve.

Thank you for your interest in learning how CenturyLink is giving back to our communities and customers through our corporate social responsibility program.



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.

Unifying Principles

Our Unifying Principles represent the fundamental values upon which CenturyLink was built, and they serve as the foundation upon which we continue to grow and prosper, conduct our business and relate to one another, as well as our customers, shareholders, business associates and the general public.

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

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Environmental Health & Safety Management and Sustainability

CenturyLink actively makes choices to lessen our impact on the environment and help ensure our employees' safety by implementing an effective environmental health and safety management program and by establishing sustainability initiatives. We also offer our customers solutions that enable them to lessen their impact on the environment.

Our goal is to help ensure the long-term health of our environment, employee safety, and to join with consumers and businesses to focus on ways to promote and practice intelligent use of resources.

CENTURYLINK FOCUSES ON FIVE KEY AREAS:

- **Technological transformation**
- **Environmental health and safety management programs**
- **Collaborative solutions**
- **Resources and waste management**
- **Climate preparedness**

Environmental Sustainability

Technology Transformation

Green Information Technology Program

CenturyLink's IT organization has implemented initiatives to reduce energy consumption as well as 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 in 2014 which have created energy savings and efficiency within the network, including:

- Shutting off power to excess rectifiers and unused converter plants, resulting in energy savings.
- Switch consolidations, resulting in an estimated annual energy savings of more than 2.5 million kilowatt hours.
- The removal of common power supply unit cards from unused transport shelves, providing additional energy savings.

Environmental Health and Safety

Management Programs

CenturyLink's Environmental Health and Safety management programs provide a framework to address federal, state and local environmental health and safety regulations. CenturyLink Environmental Health and Safety provides assistance to employees in understanding and interpreting regulations, implementing compliance options and programs, training, and communicating directly with regulatory officials.

CenturyLink's commitment to providing employees and customers with a safe and healthy environment is detailed in the CenturyLink Environmental Health and Safety Policy. Employees can find the policy on the company's intranet and are expected to comply with all environmental health and safety laws and to make responsible environmental management a company priority. Where needed, CenturyLink has established detailed compliance plans, procedures and systems that manage environmental risks in day-to-day operations. CenturyLink strives to meet all applicable environmental laws and regulations in a cost-effective manner, and by incorporating environmental considerations into our business planning processes.

CenturyLink Environmental Health and Safety Corporate Policy

CenturyLink strives to conduct its operations in compliance with applicable environmental, health and safety laws and regulations in a manner designed to minimize the risk of occupational injury, illness and property damage.

- CenturyLink instructs its employees to comply with all applicable laws, regulations, the CenturyLink Code of Conduct and practices governing environmental health and safety.
- CenturyLink management supports environmental health and safety initiatives to help protect employee health and safety and minimize losses to property and the environment.
- CenturyLink management fosters open communication and dialogue on workplace health, safety and environmental issues and actively responds to concerns and suggestions to help ensure a safe work environment.
- CenturyLink strives to integrate fundamental principles of resource conservation into our business processes, facilities and operations.

Environmental Health and Safety Practices and Procedures

The CenturyLink Environmental Health and Safety team monitors environmental health and safety legislative activity. It develops practices and procedures supporting compliance with applicable environmental, health and safety laws and regulations through the CenturyLink safety and health practices and environmental practices.

Environmental Health and Safety Training

Employees are taught to understand and adhere to applicable occupational health and safety requirements. CenturyLink provides environmental, health and safety training in compliance with federal and state laws. Management is responsible for ensuring employees complete required training.

Emergency Procedures

Each business unit participates in the development and implementation of emergency procedures for each facility that they occupy. Management communicates emergency plans to all employees. Employees participate in evacuation drills and adhere to requirements contained in these plans. Business units ensure that emergency procedures integrate with business continuity and disaster recovery plans and procedures.

Accident Reporting Responsibilities

CenturyLink employees are trained to report all work-related accidents immediately to their manager and to the company's 24/7 reporting system. Work-related accidents include on-the-job injuries and occupational-related illnesses, automobile accidents, property damage, and equipment accidents. CenturyLink Environmental Health and Safety reports all serious accidents involving multiple injuries or a fatality to the appropriate government agencies when required.

Accident Investigations

Management is responsible for initiating the immediate investigation of an accident and calling the company's 24/7 reporting system prior to investigating when third parties are involved. Third parties are involved when there is injury to individuals not employed by CenturyLink or damage to property not owned by CenturyLink.

Unsafe Conditions

Any employee who observes an unsafe or hazardous condition or suspected violation of the law is responsible for reporting it immediately to management. If an unsafe or hazardous condition exists, managers provide necessary warnings and immediately report the unsafe or hazardous condition to the company's 24/7 reporting system. Violations of the law are reported to the Integrity Line, the company's compliance hotline.

Environmental Sustainability

Collaborative Solutions

CenturyLink's Environmental Sustainability Statement

CenturyLink improves lives, strengthens businesses and connects communities by delivering advanced technologies and solutions with honest and personal service. While delivering customer benefits through our services, we are mindful of the impacts our actions may have on the environment.

Reducing environmental impact requires a thoughtful approach, balancing the needs of our employees, customers, shareholders and the environment. A balanced approach means that we support the financial health of our business while ensuring environmental sustainability efforts that create value for our stakeholders, which includes our communities.

CenturyLink has adopted the following objectives to inform and drive our environmental sustainability efforts:

- Consider sustainability in the context of stakeholder value
- Build and operate efficient networks and data centers
- Pursue sustainability initiatives that reduce energy, waste and materials consumption
- Engage employees and suppliers in our sustainability efforts
- Comply with applicable sustainability legal requirements
- Establish sustainability metrics to measure the results of our efforts

CenturyLink is committed to environmental stewardship. We incorporate environmental sustainability principles and practices throughout our operations as we work to serve our customers and our communities.

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 "go 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:

- Reduction of paper waste with online billing and autopay.
- Remote energy management through CenturyLink® Smart Home allows customers "anywhere management" of thermostat settings and to preprogram efficient energy practices such as the ability to turn lights on/off at specific times.
- Minimization of carbon footprints through technologies that reduce the need for air travel and other transportation.

Our Employees

CenturyLink employees care about the environment and sustainability. CenturyLink has a "Going Green" internal online page that encourages employees to submit suggestions for helping the company "go green." Suggestions are evaluated based on feasibility, economics and other factors.

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

In 2014, one of the tips focused on reduction of printing volume. As a result, CenturyLink implemented an employee program to reduce its printing volume by 20 percent at its top 25 office locations. This program resulted in a 38 percent reduction in printing at the selected locations.

Environmental Sustainability

Our Partnerships

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 develops recommendations and shares 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 video conferencing, telecommuting, smart buildings and other technology solutions.

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.

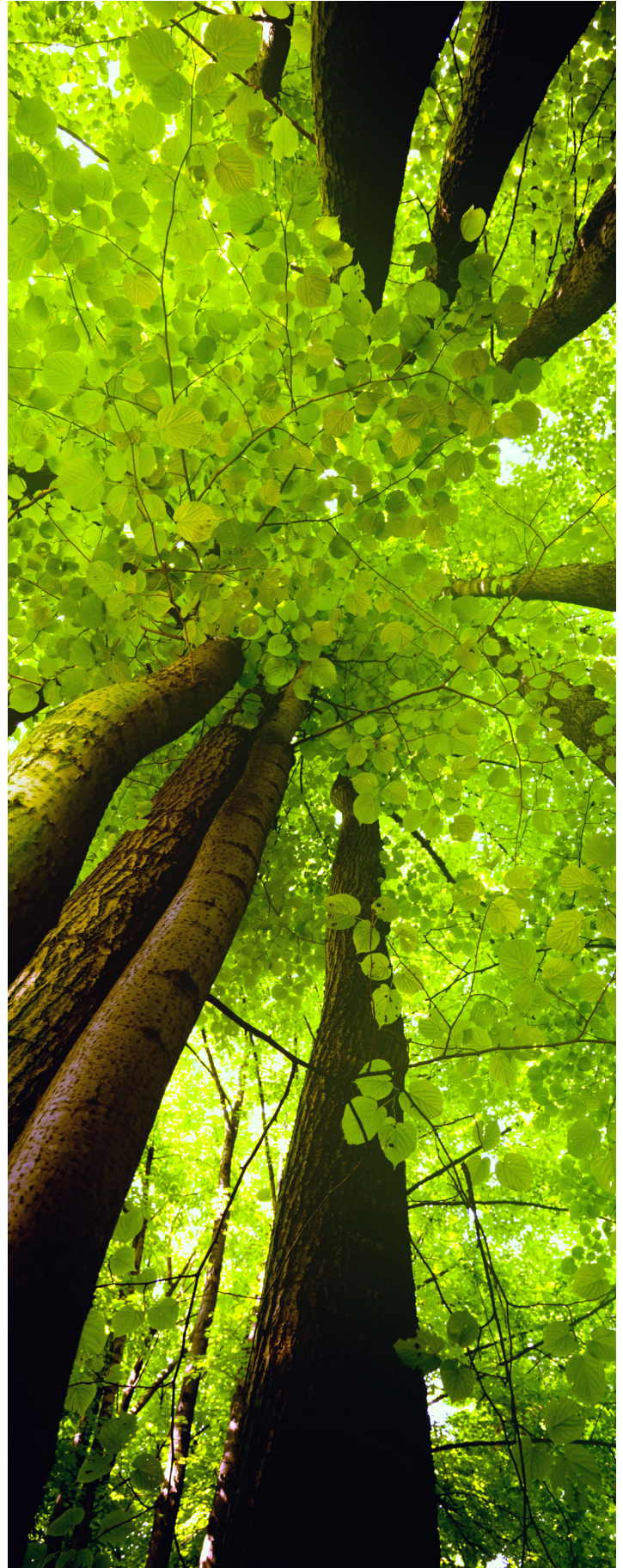
CenturyLink reported the following Greenhouse Gas emissions for the 2014 CDP:

- Direct (Exhaust) 279,522 Tons CO₂e-
- Indirect (Electricity) 2,079,912 Tons CO₂e-

Greenhouse Gas Emission Reduction Targets

CenturyLink has developed targets to reduce greenhouse gas emissions. These targets are:

- 20% reduction in direct (exhaust) CO₂e by 2024
- 25% reduction of indirect (electricity) by terabyte by 2024



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 and many other items such as batteries, wood poles, electronics, copper wire, fluorescent lamps, fleet oil and solvents.

CenturyLink's recycling program exceeded 87 million pounds, or more than 43,500 short tons over a seven-year period (2007-2014).

Paper Recycling

When it's time to dispose of paperwork or non-paper media, CenturyLink values the security of that information - whether it's customer, company or employee-related. CenturyLink uses a secure shred program where employees dispose of Company documents and media through responsible "go green" recycling practices.

In 2014, more than 1,000 CenturyLink sites collected, securely shredded and recycled more than 3.5 million pounds of paper - saving the equivalent of almost 30,000 trees.

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 13 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 team 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

Leadership in Energy and Environmental Design

Technology Center of Excellence - Leadership in Energy and Environmental Design

The CenturyLink Technology Center of Excellence officially opened in March 2015. The Technology Center includes a technology research and development lab, a network operations center and collaborative office and meeting space. In the Center, employees with network, cloud, information technology and other skills work together to create innovative products and services for CenturyLink's customers.

CenturyLink is pursuing LEED (Leadership in Energy and Environmental Design) certification at the Technology Center. LEED is a rating system devised by the United States Green Building Council to evaluate the environmental performance of a building and encourage sustainable design.



Technology Center of Excellence artist rendering

The CenturyLink corporate headquarters is located on 77 acres in Monroe, Louisiana. Dramatic growth of the company through the acquisitions of Embarq, Qwest, Savvis and other companies created the need to expand the headquarters facilities. Internal planning identified the desire for a Technology Center of Excellence that would pull together information technology, network operations and corporate strategy into a collaborative environment.

The design of the project included a master plan for the site, substantial utility relocations, a 300,000 square foot facility, and a five-story parking structure to accommodate more than 1,000 vehicles. The process also yielded a 2.2-acre landscaped courtyard designed to unite the new Technology Center with the existing 365,000 square foot headquarters building.

CenturyLink has made sustainable design a priority and has incorporated unique design strategies to achieve a LEED Silver rating. These features are showcased throughout the building to allow the building to perform at a higher efficiency as well as improve the indoor environmental quality for employees.

Fast Facts:

Targeting LEED Silver certification for the Technology Center building

- **Green roof has 28 varieties of slow-growing vegetation that bloom throughout the year.**
- **Tankless point-of-source hot water heating in restrooms and break rooms.**
- **“Smart Building” controls for mechanical and electrical systems, lighting, View Dynamic Glass intelligent windows, audio visual, security, UPS (Uninterruptible Power Supply) and generator backup systems.**
- **Carpet and systems furniture are 100 percent recyclable.**

Sustainable Sites

The building is located in a mature pecan orchard; therefore, it was a priority for the design to minimize the removal of these mature trees. The 80 trees that were removed were milled locally, yielding 20,000 square feet of lumber from which veneer paneling and flooring as well as solid material for coffee bar countertops throughout the facility were produced. The landscape design for the campus included planting a new tree for each tree removed.

Electrochromic Glazing

The building also incorporates 37,000 square feet of View Dynamic Glass, making this facility the single largest installation of electrochromic glass in the country. View's glass leverages nanotechnology and pre-programmed intelligence to tint automatically in response to outside conditions and user preferences, eliminating the need for blinds or shades, as well as providing enhanced occupant experience and improved energy efficiency. Use of electrochromic glazing has been shown to reduce lighting, heating, and cooling loads in typical buildings by 20 percent or more.

Roofing Materials

CenturyLink set an ambitious goal for the roof design on the project for no roof-mounted mechanical equipment. To accomplish this goal, the design team moved all of the typical rooftop equipment into a separate mechanical building. This equipment includes all back-up generators, chillers and cooling towers. The result is a pristine roof surface finished with vegetated trays (lower roof) and a white membrane (upper roof). These roof surfaces, which are very visible from the adjacent existing headquarters facility, provide a striking visual appearance and introduce the sustainable features of the two materials.

Recycling Program

Each floor of the Technology Center has dedicated storage areas for recycling glass, plastic, metal and paper. Items from these collection points will be collected weekly and a similar recycling program will be implemented in the current headquarters building.

Lighting Contribution

CenturyLink's lighting design has optimized energy performance by 20 percent over the current energy code. High performance luminaries and daylight harvesting will contribute to reduction in energy use. Building occupants have control of their environment via low voltage controls within the space as well as task lighting.

Environmental Sustainability

Alternative and Renewable Energy

Bloom Fuel Cells

In 2013, CenturyLink announced it was expanding its sustainability commitments by installing Bloom Energy fuel cells to generate up to 500 kilowatts of clean, reliable power for one of its California data centers in Irvine. The fuel cells, expected to produce nearly 4.4 million kilowatt-hours of annual electricity, help power cloud, managed hosting and colocation services housed within the data center.

Solar-Powered Remote Sites

CenturyLink has approximately 30 standalone (off-grid) solar-powered radio sites, ranging in size from a few hundred to several thousand watts, in its portfolio.

Environmental Sustainability

Emergency Preparedness

Natural disasters are happening more frequently and with greater intensity. CenturyLink created the CenturyLink environmental sustainability governance council ("The Green Team") to support greening initiatives that aid the environment while aligning with recovery objectives. CenturyLink's risk-based approach to disaster mitigation focuses on the hydrological cycle, biodiversity, slope, topography, water quality and climate.

Our industry faces many environmental challenges and CenturyLink is committed to working toward helping solve them. CenturyLink uses remote work strategies to minimize the impact to customers and the environment during disasters. Environmentally sound data center design and virtualization contribute to resiliency, high availability, and recoverability.



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 bases. CenturyLink's Diversity and Inclusion initiatives are overseen by Vice President - Operations and Corporate Systems and Chief Diversity Officer, Odell Riley.

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.

Supplier Diversity

The Supplier Diversity Organization is an integral part of CenturyLink's Global Supply Chain. CenturyLink values the unique blend of cultural and business expertise, as well as the flexibility and creativity that diverse suppliers provide to our operations.

We integrate supplier diversity into our strategic sourcing process through measurable goals and objectives. CenturyLink is proud of its 15% average annual spend with certified diverse businesses. Additionally, we maintain an open door policy with our ethnic minority, women and service disabled veteran-owned suppliers. They are included in our request-for-proposal processes and connected with diverse firms via an active presence in local, regional and national diversity business outreach events and chambers of commerce.

CenturyLink® Internet Basics

No matter where families live in the world, Internet access and the right training can give them the gateway to participate in the global economy. CenturyLink supports the Federal Communications Commission's goal of bringing high-speed Internet to economically-disadvantaged households. We work with nonprofit partners throughout our service areas and have conducted more than 130 basic computer and Internet training sessions where low-income residents of all ages learn how to find jobs, start businesses, gain education, and increase their financial self-sufficiency through the use of the Internet. In many underserved, isolated and low-income communities, our Internet connectivity, discounted computer equipment and free training are offered to qualifying low-income households through the CenturyLink Internet Basics program. The training, regardless of income, is opening doors to better healthcare, education, jobs, social services, and economic opportunities.

Lifeline

CenturyLink participates in Lifeline, which provides certain discounts on monthly service to qualified subscribers (helping low income households with phone service needs). CenturyLink fully complies with the FCC's annual Lifeline customer recertification program. Lifeline is available to qualifying customers in every U.S. state - qualifications vary by state.

Residents of American Indian and Alaskan Native tribal lands may qualify for up to an additional \$25 a month discount of enhanced Lifeline support. They may also qualify for the Link-Up program, which helps consumers pay the initial installation costs of getting telephone service. Link-Up provides a credit of up to \$100 of the initial installation charges for tribal customers. An individual living on tribal lands may qualify for Lifeline and Link-Up discounts if he or she participates in one of the following programs: the Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance to Needy Families; Food Distribution Program on Indian Reservations; or Head Start (for those households meeting its income qualifying standard).



Corporate Ethics & Compliance Program

CenturyLink is a global company committed to creating and maintaining an ethical business culture based on our Unifying Principles. CenturyLink's Corporate Ethics and Compliance Program advances our commitment by communicating the ethical and legal standards that govern our business conduct. We expect our employees, business partners, and other third-party representatives to embrace these standards and to act with the highest level of integrity and in accordance with all applicable laws and industry and trade regulations when doing business with and on behalf of CenturyLink.

The CenturyLink Code of Conduct is the cornerstone of the Corporate Ethics and Compliance Program. It sets forth the basic principles we must follow to uphold our company's ethical business culture and provides guidance and resources to help employees make ethical business decisions. In addition, CenturyLink has implemented its Supplier Code of Conduct, which requires contractors, vendors and other third parties who conduct business with CenturyLink, or on our behalf, to act in accordance with our high ethical standards.

Human Rights

At CenturyLink, our commitment to human rights is integrated into every aspect of our business. Our Code of Conduct addresses our position on topics that relate directly to human rights, such as privacy, data security, diversity, inclusion and fair treatment, individual rights, confidentiality of information, and health and safety. We train our employees to recognize and report violations of human rights laws, such as those relating to child labor, forced labor, discrimination and harassment, immigration, and fair compensation. In addition, our Supplier Code of Conduct and our third-party contracts further advance our commitment by holding our vendors, suppliers, and other third parties with whom we do business, accountable for upholding the laws and ethical standards that promote human rights.

Anti-Bribery and Fair Competition

CenturyLink competes in the marketplace on the basis of service and product quality, pricing and reputation. We prohibit all unlawful and unethical forms of payment, including bribes and kickbacks. We require our employees and those with whom we do business to adhere to all applicable anti-bribery and anti-corruption legislation, including the Foreign Corrupt Practices Act (FCPA) and

the UK Bribery Act. In addition, we communicate our anti-bribery policy to our agents, contractors, partners and vendors, and require them to certify that they will abide by all applicable laws and regulations.

As our business expands globally, we will continue to shape our Corporate Ethics and Compliance program to address those issues that are relevant to our business within our diverse world market.

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 accept voluntary contributions and make expenditures to support candidates for elected office. Only eligible employees may contribute to a CenturyLink-sponsored PAC. CenturyLink does not attempt to influence employee contributions or political activities.

The company may, on occasion, elect to spend authorized funds to publicize a specific event or viewpoint. CenturyLink complies with all applicable laws, 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 public policies that benefit our customers, shareholders, employees and the communities we serve. We provide transparency regarding our political contributions and expenditures. The Company publishes a semiannual Political Contributions Report on our corporate website.

Customer Privacy

CenturyLink takes customer privacy very seriously; safeguarding personal information and protecting privacy are among our priorities.

Like most companies, we have certain information about our customers and may use it to provide our services. We also share it where appropriate 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 their privacy options. 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.

The company focuses charitable giving and volunteerism on strengthening communities through primary education, programs that support youth, and technology-focused initiatives. The majority of CenturyLink's community investment is managed at the local level because local teams know how best to support the communities in which they live and work.

Volunteerism

CenturyLink encourages employees to donate their time, talents and resources to local non-profit organizations, and the company supports their efforts. With more than 45,000 employees around the world, CenturyLink's employees' interests and passions are varied. Employees volunteer with youth organizations, in schools, health-related causes, the underserved, as well as the arts and sports endeavors that improve the communities where they live and work. Employees reported 52,000 volunteer hours in 2014. Since CenturyLink began tracking volunteer hours in 2013, more than 118,000 hours have been logged.

CenturyLink encourages volunteerism and supports it through the 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. During 2014, CenturyLink awarded more than 750 Matching Time Grants for a total of \$376,000.

CenturyLink encourages volunteerism throughout the year, but gives added emphasis during National Volunteer Week by kicking it off with the annual CenturyLink Celebrates Volunteerism Day projects across the country. Employees can view and sign up for volunteer projects in their areas using the online Volunteer Center for the company's volunteer day and throughout the year.

Employee Giving

CenturyLink also provides employees with a method for continual giving to charities they support. During the company's annual Employee Giving Campaign, employees are allowed to donate to eligible 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. CenturyLink's 2014 campaign resulted in more than \$3 million in individual donations to more than 3,000 non-profit agencies in our U.S. markets and a match of \$1.87 million to more than 300 local United Way organizations across the United States.

Annual Food Drive

The communities CenturyLink serves are diverse, but one common need in every community is hunger.

In 2014, CenturyLink hosted its Backpack Buddies Food Drive to provide food to students during weekends and holidays when school lunches are not available. Through this drive, employees and community members donated an equivalent of 5.26 million pounds of food and monetary donations to more than 250 food banks across the United States. The CenturyLink Clarke M. Williams Foundation added a match of \$1 million to the drive to bring the company's nationwide total to more than 11.2 million pounds of food to fight hunger in the communities the company serves.

Awards and Accolades

2010-2014

Brill Institute Award for Efficient IT

The Brill awards are sponsored by the Uptime Institute to recognize data center best practices. CenturyLink was recognized for its commitment to rigorous facilities management programs in order to maintain consistent availability and efficiency across a varied and changing footprint around the globe. These standards have been modeled in the IT infrastructure library spirit, and are the result of years of planning, consideration, trial and error.

Carbon Trust Standard

All of CenturyLink's UK data centers have been awarded the Carbon Trust Standard. This recognizes the company's ongoing efforts to ensure its operational procedures are as energy efficient as possible in its LO1, LO3, LO5 and LO6 data centers in London, Slough and Reading.

The Carbon Trust Standard is widely acknowledged as the world's leading certifier of organizational carbon footprint reduction. The certification has been achieved as a result of CenturyLink's long-term commitment to reducing its carbon footprint and the associated energy costs. CenturyLink is one of a small number of cloud infrastructure and hosted IT solutions companies to achieve this standard across all of its UK facilities.

CEEDA: Certified Energy Efficient Data Center Silver Award for LO3

The United Kingdom Data Center, London Dockland, was awarded Silver CEEDA (Certified Energy Efficient Data Center) Award. CEEDA is an international assessment-based award certifying that an organization is implementing operational improvements, design improvements, and evaluating new measures that maximize efficiency. The award takes into account process, technology and personnel.

DiversityInc's Top 10 Companies for Veterans

DiversityInc announced that CenturyLink ranked number 10 on the 2014 Top 10 Companies for Veterans. More than 1,000 public and privately held companies competed for spots on the coveted list.

FTSE4Good Index Series

The FTSE4Good Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Inclusion on the list is a reflection of meeting or exceeding FTSE standards; ranks are not assigned. CenturyLink continues to be a member company of the FTSE4Good Index.

Million Dollar Circle of Excellence in Supplier Diversity

For the third consecutive year, CenturyLink was named to the Arizona Hispanic Chamber of Commerce Million Dollar Circle of Excellence for Arizona companies spending more than \$1 million annually in supplier diversity.

Minneapolis-St. Paul Data Center is First and Only Colocation Facility in Minnesota to Earn Tier III Certification of Constructed Facility

CenturyLink's data center in Minneapolis-St. Paul, MP2, received Uptime Institute's coveted Tier III Certification of Constructed Facility. MP2 is the first colocation data center in Minnesota to receive this award, which signifies that the design, construction, and commissioning meet the Uptime Institute's rigorous criteria for concurrent maintainability.

Minority Business News USA – Ambassador for Supplier Diversity

Minority Business News USA is the leading print and digital publication supporting the national minority supplier development initiative. It recognized CenturyLink as a supplier diversity ambassador for its supplier diversity efforts.

Newsweek recognizes CenturyLink with Green Ranking (2010-2012, 2014)

The Green Rankings comprehensively assess the environmental performance of the largest publicly-traded companies in the United States and around the world. CenturyLink placed 215 out of the top 500 U.S. companies in 2012 and jumped in its ranking in 2011 to 201 from 408 in 2010. Newsweek did not conduct the Green Rankings in 2013 and in 2014 it changed its ranking methodology, which contributed to a listing of 258 for CenturyLink.



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