BROCHURE

Voice Outsourcing from CenturyLink

Leverage a global network and portfolio of carrier-grade solutions
Focus on customer experience not services

In the current digital landscape, business communication has shifted away from traditional landline and wireless solutions, but one thing remains clear—voice is a necessary and critical service to customers. At the same time, rapidly evolving models of delivering voice, coupled with new competition, have many service providers evaluating how to provide high-quality voice services while maintaining growth and profitability.

Complexity doesn’t deliver the value it once did

For many, the answer to reducing operational expense and resources dedicated to infrastructure management is to move complex and capital-intensive voice networks, carrier vendor routing, local number management and feature support off premises to specialist providers. This allows you to focus on core capabilities where you can profitably grow business.

CenturyLink offers a wide range of outsourcing services, ranging from complete outsourcing to niche capabilities that can help solve specific business challenges. CenturyLink leverages our expansive global network and experienced voice architects to help you implement a partial or complete outsourcing solution.

CenturyLink offers a wide range of outsourcing services, ranging from complete outsourcing to niche capabilities that can help solve specific business challenges
One trusted provider can help you

- Streamline operations and reduce infrastructure expense
- Restore or improve profitability
- Expand without the overhead
- Quickly enter new markets with robust services
- Streamline dependence on multiple service providers
- Redirect capital and resources to core business growth
- Remove investment risk — reduce upfront capital and manpower resources
- Reduce product development cycles and future proof service offerings

Benefits of voice outsourcing

Outsourcing a portion or all of your current or proposed voice products and services can help provide a range of benefits.

- Reduce CapEx by lowering expensive new or upgraded VoIP equipment and costly next-generation network build-outs.
- Reduce OpEx by avoiding equipment operating expenses (space, power, cooling) and vendor management hassles by outsourcing network operations.
- Cut investment risk by reducing upfront capital and manpower resources.
- Accelerate time to market for new services by leveraging the experience and infrastructure of trusted service and cloud providers to rapidly launch new services or transition to next-generation solutions.
- Increase service agility by expanding service offerings and market reach more rapidly.
- Focus on business innovation by freeing up capital budget and engineering staff for core business tasks and high-impact strategic initiatives.
- Preserve service quality and customer satisfaction by leveraging an expansive local and long-distance nationwide U.S. voice network with global reach.
- Avoid obsolescence by future proofing your services in a rapidly evolving market.
CenturyLink® Carrier Cloud Voice Solution is the complete turn-key voice

CenturyLink has teamed with Alianza, a leading provider of cloud voice platforms, to provide a comprehensive, cloud-based wholesale voice solution. You can leverage CenturyLink enhanced local origination footprint and the cloud to power your voice services and help focus investments in other growth initiatives while offering a profitable voice product. Leveraging the cloud voice platform can help reduce cost of ownership, provide service agility and build a high-margin, low-risk business case for VoIP.

Managed least cost routing

Customers can benefit from additional functionality and cost savings by accessing CenturyLink vendors and LCR management tools. Other benefits include vendor management, rate management and network management and reporting. CenturyLink creates a custom routing partition and assumes management of subscriber voice calls to deliver competitive termination costs and high quality. Cost decreases are realized through usage billing on a cost-only basis and port-based fees apply. Call detail records (CDRs) are provided as part of this solution.
On-Net and On-Net Plus Voice Termination services for high-quality confidence

CenturyLink® On-Net Voice Termination gives you the confidence that CenturyLink is transporting and terminating the calls directly to the end office, tandem or direct connect — not offloading traffic to a third-party provider. If you require high QoS call terminations and Tier 1 call metrics, On-Net Voice Termination services are the outbound long-distance service to meet your needs.

- Exclusively utilizes our vast on-net footprint including our Feature Group D, Co-Carrier and Direct Connect terminations
- 99 percent code coverage of the U.S. 48
- If we are unable to terminate a call with our on-net connectivity, we release the call back to you for route advance
- Monthly rural call reports in the FCC-requested format available for an additional charge

On-Net Plus Voice Termination service provides all the features listed above, but includes other On-Net solutions to help eliminate the need to manage a LCR queue.

- Utilizes on-net footprint including our Feature Group D, Co-Carrier and Direct Connect terminations
- Includes third-party providers able to certify to CenturyLink that calls will terminate on their network
- Compliant with FCC Rural Call Completion guidelines
With CenturyLink® Tandem you can streamline and earn usage credit

CenturyLink Tandem can help streamline your voice delivery by aggregating your traffic through one provider for simple and cost-effective tandem service. CenturyLink Tandem provides transit service for inbound long-distance and outbound toll-free (8YY) calls between IXCs and the telephone numbers homed behind the CenturyLink FGD access tandems.

Serving as a replacement to existing incumbent carriers’ infrastructures, CenturyLink operates a facilities-based network, taking the stress out of supporting legacy and new technologies while simplifying your long-distance and toll-free needs. We use CenturyLink owned and operated tandems for our own telephone numbers. Our broad voice portfolio is used by some of the most prominent players in the cable, wireless and telecommunications industries.

Unlike traditional services, customers do not pay for Tandem service, but receive a reward for each minute passing through the CenturyLink Tandem destined to/from their telephone numbers. Customer rewards show as a credit on the customer’s invoice. This can help provide cost savings while preserving existing carrier access billing (CABs) revenue.

Designed to help you save NetEx and gain efficiency

- SIP interconnection at any CenturyLink location
- Simplify your network with support for both TDM and SIP-based interconnects

Aggregation of interconnections

- Can provide significant economic benefits compared to establishing connections to ILEC selective routers

Built-in redundancy

- CenturyLink has geographically diverse media gateways and facilities to selective routers, including next generation selective router providers
- CenturyLink provides P.01 grade of service and appropriate PSAP designated default trunking assignments when required

Operational simplicity

- Reduce 911 operational expense associated with capacity management, network re-homes to new selective routers
- Reduced competitor reliance
- Reduce your reliance on the ILEC, who may be your main competitor or who may just be slow to respond to the growth requirements you demand

Customers receive a reward for each minute passed through the CenturyLink Tandem destined to/from their telephone numbers
Upgrade your technology to remain competitive with Emergency 911

Upgrading your old technology is essential to staying competitive. Replacing LEC Selective Router TDM interconnection with SIP and aggregating calls allows you to increase your overall network performance and gain efficiency. With CenturyLink® E-911 Direct is a 911 call delivery and termination service that offers you a cost-effective and efficient alternative to a traditional architecture. CenturyLink operates a facilities-based secure network, simplifying your 911 network so you can focus on growth.

**E-911 Direct**

<table>
<thead>
<tr>
<th>NENA i.2 Emergency Services Gateway Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>CenturyLink’s SIP network can serve as a portal for your 911 calls</td>
</tr>
<tr>
<td>CenturyLink can direct the calls and terminate them to the appropriate Selective Router and Public Service Answering Point using Emergency Services Route Numbers (ESRN)</td>
</tr>
<tr>
<td>CenturyLink E-911 network connects to over 6,000+ Public Service Answering Points</td>
</tr>
<tr>
<td>CenturyLink has geographically diverse media gateways and facilities to selective routers, including next-generation selective router providers</td>
</tr>
<tr>
<td>E-911 Direct Service can work with nomadic or dynamic VPC addresses, wireless, or traditional wireline LEC/ALI 911 deployments</td>
</tr>
</tbody>
</table>

---

**CenturyLink® E-911 Direct offers a cost-effective and efficient alternative to traditional architecture**
Internal contact center services improve customer experience and efficiency

The CenturyLink® Contact Center services portfolio includes a broad set of capabilities to support your internal business needs. Gain deeper insights into customer experiences and agent performance than you thought possible—without complex systems integration. See the value and predictability an inclusive minute pricing model with included standard features offers.

The CenturyLink Contact Center maintains a robust portfolio of services, including a full suite of standard routing and control features, offers optional applications, and combines the power of toll-free functionality with local call origination.

- Local call origination includes all standard features of traditional toll free for a lower cost solution
- Reduce CPE-heavy implementations by increasing the proportion of cloud services
- Move from a CapEx model to an OPEX model and reduce maintenance and internal support resources
- Network routing, recording, voice clarity and other advanced hosted features are available
- Inclusive pricing model
- Not for resale

Contact Center Services

Call Origination
- Toll Free
- Local Number (NPA-NXX-XXXX)

Call Treatment
- Hosted Feature Platform
- IP
- TDM

Call Termination
- Switched

E-911 Call Flow
Why choose CenturyLink

Coverage
• Connectivity to every long distance tandem office in the United States
• Local telephone numbers serving 26 countries
• Able to terminate calls anywhere in the world

Value
• Network designed to deliver operational efficiencies
• Our network carries 32 billion* minutes per month¹

Trust
• Reliable, scalable network provides quality network services
• Scale to easily accommodate current and future traffic

Convenience
• Manage services through the secure, 24/7 customer portal
• Streamline your service management process
• Reports you need to help make your job easier and save you time

Next steps
Focus on growing the business instead of building and managing a voice network. Turn to CenturyLink to help you reduce capital costs, simplify operations and enhance profitability today. For more information about our voice outsourcing services, contact your CenturyLink sales representative, or call 877-453-8353.

¹ Total minutes that traverse the CenturyLink Global Voice Network, based on a three-month average from June to August 2018