



## CENTURYLINK'S DO NOT CALL POLICY

At CenturyLink, we take our responsibilities about customer information and customer service very seriously. So naturally, we comply with all state and federal "Do Not Call" laws.

By way of background, residential customers who have their information on federal or state Do Not Call lists typically may not be contacted over the telephone by marketers. However, these laws and regulations generally do not restrict calls to *existing* CenturyLink residential customers or to customers with whom CenturyLink has had a business relationship within the last 18 months.

If you are a residential customer with an existing business relationship with CenturyLink and prefer not to receive CenturyLink marketing telephone calls, just ask us to place you on our internal "Do Not Call" list. You can do that:

### ONLINE

- Residential customers go to: <http://www.centurylink.com/home>

### BY PHONE

- Residential customers call the customer service number below that best applies to you or make the request in any conversation with a CenturyLink sales or service representative.  
.Legacy CenturyLink customers: 1 800-201-4099  
.Legacy Qwest customers: 1 800-244-1111

### THROUGH YOUR SALESPERSON

- Simply ask the CenturyLink salesperson to remove your name when you receive a sales call from us.

CenturyLink also accepts requests from non-customers to be put on CenturyLink's internal Do Not Call list. Non-customers should follow the steps above to be added to our internal Do Not Call list.

Residential customers who are on CenturyLink's Do Not Call list will remain there for five years unless the laws and regulations in your area require a longer period.

In addition, CenturyLink will honor requests from business customers who would like to be removed from our telemarketing lists for a minimum of 120 days, except in states where regulations specify that business customers remain on CenturyLink's Do Not Call list for longer periods of time. You can make your request:

### ONLINE

- Business customers: <http://www.centurylink.com/small-business>

### BY PHONE

- Business customers call the customer service number below that best applies to you or make the request in any conversation with a CenturyLink sales or service representative.  
.Legacy CenturyLink customers: 1 877-365-0045  
.Legacy Qwest customers call 1 800-603-6000

### THROUGH YOUR SALESPERSON

- Simply ask the CenturyLink salesperson to remove your name when you receive a sales call from us.

There are a few more things for residential and business customers to be aware of:

- The Do Not Call request must be made by a person responsible for the telephone account.
- CenturyLink will need a list of all of the telephone numbers that are to be restricted.
- If your telephone number ever changes, you must give us your new information for your Do Not Call status to remain in effect.
- Please allow thirty days for your information to be removed from all internal marketing lists and systems.

Being on the CenturyLink Do Not Call list means you won't receive marketing calls from anyone representing CenturyLink. We may contact you, however, for non-solicitation purposes, which could include surveys or billing and other service-related matters.

Please feel free to contact CenturyLink if you have additional questions. Or, for additional information on how CenturyLink protects your privacy, please visit <http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/>.