



## CENTURYLINK DO NOT CALL POLICY – Residential and Business Customers

At CenturyLink, we take our responsibilities about customer information and customer service very seriously and 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 and business customers or to customers with whom CenturyLink has had a business relationship within the last 18 months.

If you are a CenturyLink residential or business customer and prefer not to receive CenturyLink marketing telephone calls, just ask us to place you on our internal, CenturyLink "Do Not Call" list. CenturyLink also accepts requests from non-customers. You can make your request:

**ONLINE** - [http://www.centurylink.com/help/privacy/optout\\_en.html](http://www.centurylink.com/help/privacy/optout_en.html)

### BY PHONE

- Residential customers:  
Located in former CenturyLink exchanges: 1 800-201-4099  
Located in former Qwest exchanges: 1 800-244-1111
- Business customers:  
Located in former CenturyLink exchanges: 1 877-365-0045  
Located in former Qwest exchanges: 1 800-603-6000

### THROUGH YOUR CENTURYLINK CUSTOMER SERVICE AGENT

- You may also make your request in any conversation with a CenturyLink customer service agent. Simply ask that agent to add your phone number to our internal, CenturyLink Do Not Call list.

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

Effective December 1, 2015: **Business customers** who are on our internal, CenturyLink Do Not Call list will remain there for one year unless the laws and regulations in your area require a longer period.

There are a few more things 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 CenturyLink marketing lists and systems.

Being on the internal, CenturyLink Do Not Call list means you won't receive marketing calls from anyone representing CenturyLink. We may contact you, however, for non-marketing or 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 our [Privacy Policy](#).