

Washington
Advance Notice of the Rearrangement of Major Network Components
CenturyLink/Qwest Merger
Docket UT100820 – Order No. 14, Appendix A to Settlement Agreement, Condition 24
March 1, 2012

Condition 24 of the settlement agreement between CenturyLink/Qwest, the WUTC Staff and the Public Counsel, approved by the Commission in Order 14 in Docket UT100820, requires CenturyLink to provide advance notice to the Commission of the rearrangement of major network components, including changes to customer call centers. The full text of the condition is stated below:

24. Network Integration

After the Transaction closes, until such time as an AFOR proceeding for the CenturyLink ILECs and Qwest has concluded, CenturyLink will provide Commission Staff and Public Counsel with 90 days' advanced notice of the rearrangement of major network components. The notice will include a rearrangement plan discussing the changes that will be made and the timeframes in which the work will be completed. Major network components include:

- a. Customer call centers
- b. Customer repair centers
- c. E911 systems
- d. Maintenance systems that monitor central office and transport systems
- e. Engineering systems
- f. Outside plant record systems

In accordance with this condition, CenturyLink hereby provides advance notice of the planned closing of a call center in Gig Harbor, Washington.

CenturyLink has announced that the Consumer Sales and Care Inbound Call Center in Gig Harbor, Washington will close on Friday, April 27, 2012. The functions currently performed by the Gig Harbor call center will remain in the Western Region Neighborhood call queue with primary responsibility for the calls being handled by CenturyLink's existing call center in Medford, Oregon.

Relevant information concerning this change is provided below:

- The Gig Harbor calls center currently supports inbound sales and customer care functions for legacy CenturyLink consumer customers. The center handles calls from legacy CenturyLink customers in several western states including Washington. The center does not handle calls from legacy Qwest customers.
- The decision to close the Gig Harbor center was made after an evaluation of a number of factors that included operational costs, location and available space for growth. The

closing is part of CenturyLink's efforts to improve customer service, reduce costs and increase operational efficiency. CenturyLink's analysis concluded that larger call centers in fewer locations allows for improved operating efficiencies. The Gig Harbor location has physical limitations that do not support the scale necessary to maximize operational efficiency.

- In conjunction with the closing of the Gig Harbor call center, CenturyLink will be expanding the resources in the Medford call center to accommodate the additional calls that were previously handled by the Gig Harbor center. All 45 customer service representative positions and two of the three supervisor positions currently in place in the Gig Harbor center will be addressed through employee transfers and if necessary replaced with new hires in the Medford center. Staffing and training activities will be completed so that a full complement of customer service representatives will be available in Medford to coincide with the closing of the Gig Harbor call center on April 27, 2012.
- The Medford call center currently supports inbound sales and care functions for legacy CenturyLink consumer customers in several western states and has historically handled overflow and off-hour call volumes from Washington consumers typically handled by the Gig Harbor call center. As a result, existing Medford call center representatives have experience handling the types of calls that will be directed to Medford when the Gig Harbor center closes.
- Employees affected by the closing of the Gig Harbor call center are encouraged to apply for open positions in Medford or in other call centers across the company. Employees who choose not to relocate and leave the company will receive a severance package according to the terms of their contract. CenturyLink will also offer outplacement services to the affected employees.