

Attachments to Major Outage Report

- Attachment A Press releases
- Attachment B Informal media updates sent to local outlets via email
- Attachment C Twitter activity

News Release



FOR IMMEDIATE RELEASE:	FOR MORE INFORMATION CONTACT:
July 18, 2014	Kerry Zimmer, 509.720-4441 Kerry.zimmer@centurylink.com

**CenturyLink working with local authorities during
Pateros and Methow Valley wildfire**

OKANOGAN COUNTY, Wash. – CenturyLink, Inc. (NYSE: CTL) is working with local authorities and repair crews to keep communications services working for area residents in the communities we serve. However, due to the fire in Eastern Washington, we do have some services impacted at this time.

In the Methow Valley, including Twisp, Winthrop and Mazama, Washington, long distance, local calling and 911 services are working, however internet services are down due to fiber cables destroyed by the fire and we expect these services to be down for an extended period of time.

In Pateros, the hardest hit community, long distance, local calling and 911 services are working, however, internet services are down due to fiber cables destroyed by the fire and we anticipate these services to be down for an extended period of time as well.

At this time, we are experiencing high call volumes throughout the area, which impact the trunks available giving some customers a “fast-busy” connection.

“CenturyLink understands staying connected in times of natural disaster is critical, whether it is updating family, friends or customers and we are doing all we can to help our customers in this time of need. Our technicians are working around the clock to restore these services and we make customer and employee safety a priority while doing so.” said Tom Novotney, CenturyLink’s vice president and general manager for Eastern Washington.

We will update this notice as more information becomes available.

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. For more information, visit www.centurylink.com.

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NEWSRELEASE

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ATTACHMENT A
CenturyLink

FOR IMMEDIATE RELEASE:	FOR MORE INFORMATION CONTACT:
July 22, 2014	Kerry Zimmer, 509.720-4441 kerry.zimmer@centurylink.com

CenturyLink Crews Have Restored 911, Local Calling and Internet Service in Pateros, Plus 911, Local and Long Distance Phone and Internet Services in Mazama, Twisp and Winthrop, WA

OKANOGAN COUNTY, Wash. – CenturyLink, Inc. (NYSE: CTL) Repair crews, working around the clock, have managed to restore all communications services for area residents in Mazama, Twisp and Winthrop, Washington. At this time, 911, internet, long distance and local phone services have been repaired and/or rerouted and are now in working order for residents in these communities. All calls and internet communications are now processing, however, the volumes are temporarily reduced due limited trunk capacity.

In Pateros, WA, the hardest hit of these areas, our crews have restored 911, local calling and internet services and are again working diligently in an effort to restore long distance telephone services as well as capacity on all services throughout the Methow Valley.

“CenturyLink understands staying connected in times of natural disaster is critical. We are working with local emergency and repair teams in all of the communities we serve and will continue to deploy all resources necessary to restore the remaining phone services in Pateros and relieve the capacity issues as quickly as possible.” said Tom Novotney, CenturyLink’s vice president and general manager for Eastern Washington. “We are vigilant about the safety of our technicians and our customers and are taking every precaution as we continue this important work.”

CenturyLink places a priority on employee and customer safety. We will continue to provide updated information as it becomes available.

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ATTACHMENT A

CenturyLink®

FOR IMMEDIATE RELEASE:	FOR MORE INFORMATION CONTACT:
July 28, 2014	Kerry Zimmer, (509)720-4441 kerry.zimmer@centurylink.com

CenturyLink restores 911, phone and internet service after fire

OKANOGAN COUNTY, WA – CenturyLink technicians have restored services to the Okanogan and Methow Valleys after the Carlton Complex Fire damaged 911, local, long distance and internet service.

The outage was caused by the recent fire that swept through the area and burned cables in and around Mallot, Mazama, Okanogan, Omak, Oroville, Pateros, Twisp and Winthrop.

“CenturyLink’s priority is restoring service to our customers as quickly as possible,” Tom Novotney, vice president and general manager said. “We appreciate our customers’ patience while we worked to resolve this issue.”

About CenturyLink

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ATTACHMENT B

E-mail updates and various notes: 7/18 – 7/21/14:

7/18 4PM FIRE UPDATE:

As of 4 PM today all 911 services are down in Winthrop and Twisp, WA due to the expanding fires in the region. Please let people know to use ten digit phone #s [(509) plus the #] to contact local fire stations and police in case of an emergency when calling from those areas.

7/18 4:15PM UPDATE

Active fires have now caused the 911 services in Pateros, WA to go down as well. Again, please instruct people to use the 10 digit # to contact local police or fire stations in case of an emergency. We are working round the clock to keep our services intact but are also taking every precaution to keep our customers and employees safe.

Thank you!

7/19 2:27 PM UPDATE

PLEASE ADVISE VIEWERS, LISTENERS and READERS: All phone and internet services including 911, local and long distance are down in Twisp, Pateros, Mazama and Winthrop. Services are intact in Mallot, Omak, Okanogan, and Oroville, however, due to extensive fire damage in the surrounding areas, bandwidth is limited. Trunks are full and that is why you will hear a "fast busy" when you try to make a phone call. Calls are going through on a limited basis and we are asking all customers to please limit local and long distance calls to emergency use and 911 only. Please contact me if you have any questions.

Media Update: 7-21-14, 10: 45 AM

All 911, Local, Long Distance and internet is in working order in Omak, Okanogan, Oroville, Mallot, however trunks are extremely busy so people may be receiving "fast busy" connections. We ask customers for their patience as calls are getting through but it may take several re-dials, and to limit use as necessary to allow for emergency calls.

All 911, local and long distance phone as well as internet services remain down in Mazama, Pateros, Twisp and Winthrop due to extensive fire damage throughout the area. With destroyed fiber cables and equipment, we cannot provide an estimated time for restoration and anticipate services to be down for an extended period of time. Our crews continue to work around the clock to reestablish connectivity throughout the Methow Valley area.

If calling 911 or another number from a cell or other phone connection in Mazama, Pateros, Twisp or Winthrop please use 10 digit calling: (509) plus the 7 digit number.

I will forward another update as information becomes available.

Please reach out to me if you have any questions

(509) 720-4441.

Thank you.

ATTACHMENT B

Links to articles:

<http://www.omakchronicle.com/news/2014/jul/19/centurylink-working-re-establish-phone-services/>

Media Update: 7-22-14 3:01 pm

Hello All –We are working 24/7 with our teams to restore services to all impacted areas in the Methow Valley and are happy to report that internet connections have been restored in Mazama, Pateros, Twisp and Winthrop WA. We will continue to work on 911, local and long distance phone services, however, due to the severity of the fires, we are having to completely rebuild some of our central office equipment and re-install miles of fiber cables which is taking time. Our crews do report that great progress was made in the last 24 hours.

In Okanogan, Omak, Oroville, Mallot, Republic and Tonasket, services are in working order but phone trunks are very busy and some may experience a “fast busy” when trying to make a call. We are asking all to be patient and remember to use (509) plus the 7 digit phone number when calling in these areas. Our internet connections are also working in these communities but are very congested due to burned fiber cables that have limited the bandwidth and heavy use.

As more information becomes available I will send another update.

Thank you for informing your viewers, listeners and readers of our status.

7-23

As of today our tweets have been re-tweeted 79 times adding additional followers

Josh Sippola and Caitlin Jenny have been updating corporate Facebook pages with each new media update we issue

We have provided sponsored internet to the Omak Red Cross and have worked with Frontier on their other requests.

ATTACHMENT C

From: Twitter [info@twitter.com]
Sent: Saturday, July 19, 2014 8:47 PM
To: Zimmer, Kerry
Subject: CenturyLink E. WA, check out your week on Twitter



These Tweets helped you make connections, got people excited, and started your friends talking.



58
Total views

3
New followers

2
Retweets

YOUR MOST POPULAR TWEETS FOR THE WEEK OF 13 JUL:

Nice. People got into this Tweet.

Methow valley & Pateros fires destroyed fiber cables and internet in the area. 911, local & LD calls work. Techs working 24/7 to restore.

05:37 PM - 18 Jul 14

30 views 2 Retweets



Nice. People got into this Tweet.

Pateros 911 system is down now due to fires. Phone services work - use a ten digit # to call local fire or police in case of an emergency.

06:24 PM - 18 Jul 14

17 views

You got some attention with this Tweet

Fire update: 911 services down in Twisp & Winthrop. Use 10 digit numbers to call local fire stations in case of emergency.

06:14 PM - 18 Jul 14

ATTACHMENT C

11 views

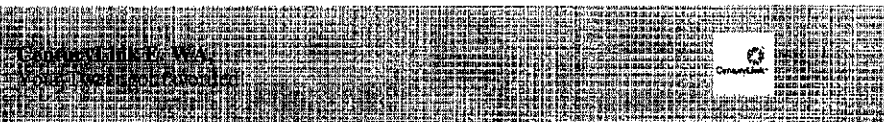
Save with a message

Post your message to your Tweets more often

Tweet

ATTACHMENT C

From: Governor Jay Inslee (via Twitter) [notify@twitter.com]
Sent: Tuesday, July 22, 2014 2:04 PM
To: Zimmer, Kerry
Subject: Governor Jay Inslee (@GovInslee) favorited one of your Tweets!




 **CenturyLink E. WA**
@CenturyLinkEWA

#WaWILDFIRE Restoration continues on 911 and all services in the Methow. Crews report tremendous progress was made in the last 24 hours.

03:54 PM - 22 Jul 14

 **Favorited by**

 **Governor Jay Inslee** @GovInslee
Governor of WA. Tweets on innovation, jobs, education, clean energy & my grandkids. Building a WA that works for everyone. RTs & follows ≠ endorsement

See what else @GovInslee is favoriting.

[View their profile](#)

ATTACHMENT C

From: Twitter [info@twitter.com]
Sent: Saturday, July 26, 2014 9:21 PM
To: Zimmer, Kerry
Subject: CenturyLink E. WA, check out your week on Twitter

CenturyLink E. WA
See your most popular tweets

These Tweets helped you make connections, got people excited, and started your friends talking.



5,268

Total views

22

New followers

33

Retweets

YOUR MOST POPULAR TWEETS FOR THE WEEK OF 20 JUL:

You got some attention with this Tweet.

#WaWILDFIRE reminder use (509) when calling 911 from Pateros, Twisp, Winthrop and Mazama. All other areas trunks are full so be patient.

09:39 AM - 20 Jul 14

3,654 views 1 favorite 1 reply 10 Retweets



Well done! This Tweet got people excited.

CenturyLink crews have repaired the severed fiber & Internet services have been restored in all eastern Washington communities.

10:50 PM - 24 Jul 14

306 views 2 favorites 4 Retweets



ATTACHMENT C

You got some attention with this Tweet.

#WaWILDFIRE All services in Mazama, Pateros, Twisp & Winthrop remain down however crews are making great progress. More updates in the am

05:31 PM - 21 Jul 14

286 views

2 favorites

4 Retweets



Save with a hashtag
Hashtags make your tweets more visible

Tweet

ATTACHMENT C

From: Twitter [info@twitter.com]
Sent: Saturday, August 02, 2014 9:38 PM
To: Zimmer, Kerry
Subject: CenturyLink E. WA, check out your week on Twitter

These Tweets helped you make connections, got people excited, and started your friends talking.



644

Total views

13

New followers

4

Favorites

YOUR MOST POPULAR TWEETS FOR THE WEEK OF 27 JUL:

Nice. People got into this Tweet.

#WaWILDFIRE All previously impacted 911, phone & internet is completely restored on new/repared cables. Maintenance work will continue.

01:48 PM - 27 Jul 14

623 views

4 favorites

3 Retweets



This Tweet sparked some interest.

#WaWILDFIRE We have special services available for those impacted by #CarltonComplex fire. Call 877-908-9661. We're here to help.

02:04 PM - 01 Aug 14

15 views

Tweet

ATTACHMENT C

