

# 2008 Annual Report to the Community



Qwest 

# 2008 Annual Report to the Community

At Qwest, our commitment to the communities we serve goes beyond voice, data, wireless and video connections. It spans philanthropic contributions, a pledge to maintain and grow diversity in our industry, a dedication to environmental responsibility and an obligation to ethical conduct in everything we do.

Through this community report, I invite you to take a closer look at Qwest—to see how the work of our current and retired employees goes beyond sales and service and reaches deeply into community support, volunteerism and more—with a collective goal of enriching the lives of our neighbors, our customers and ourselves.

Sincerely,

**Steve Davis**  
Qwest Senior Vice President  
*Public Policy*



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Qwest 



# Caring for Communities

The Spirit of Service is more than just good business.



Orchard Elementary School (Billings, MT) teacher Kerra Olson, celebrates a \$7,000 Teachers and Technology grant with her students.

It's a 30,000-strong work force of mothers, fathers, brothers, sisters and neighbors who work to improve their communities through educational and technological initiatives. While their involvement has bolstered student success, increased community involvement and encouraged financial investment, more can—and will—be done.

In 2008, Qwest continued a commitment to caring for the communities where our employees and customers live, work and serve by encouraging charitable giving by Qwest, Qwest people and the Qwest Foundation.

## The Qwest Foundation

As Qwest's charitable giving organization, the focus of the Qwest Foundation is pre-kindergarten through 12th-grade education, with the particular goal of ensuring that every student has a chance to succeed in school and beyond. In strengthening this effort, the Qwest Foundation has partnered with community organizations such as **Boys and Girls Clubs, Big Brothers Big Sisters, Jobs for America's Graduates** and **Goodwill Industries**, and with school districts across the country.

We believe that bringing innovative uses of technology to life for students is one route to the future success of our communities, so the Foundation developed the **Qwest Teachers and Technology grant program**, which offers more than \$1 million in grants to teachers who find new ways to help their students succeed through technology in their classrooms.

The Foundation also realizes that while technology will be integral to the way the next generation learns, parents, guardians and educators need tools and training to help students be prepared for and educated about how to use technology safely.

In 2008 the Qwest Foundation continued a partnership with the **National Center for Missing and Exploited Children** and supported **NetSmartz411.org**—a free resource that puts experts at the National Center just a phone call or an online chat away to help answer Internet safety questions and concerns.



The Foundation also funded a ground-breaking curriculum with **Seattle Public Schools** to educate students about protecting themselves from cyber-bullying.

## 2008 Charitable Giving

The Qwest Foundation honored grant requests from 487 nonprofit organizations last year, and in total, gave \$6.8 million to organizations whose programs and community outreach promote education and learning.

### 2008 Qwest Foundation Giving: Examples

Organization	State	Amount	Contribution Benefit
<b>United Way of America</b>	Various	\$4.5 million from Qwest employees and the Qwest Foundation	<p>Qwest is a National Corporate Leadership company with United Way of America. Even in 2008's difficult economic times, our employees increased their donations and participation in Qwest's Employee Giving Campaign.</p> <p>The Qwest Foundation matched employee gifts at 75% with a donation to the youth and education programs of more than 200 local United Ways, raising more than \$4.5 million for those in need.</p>
<b>Qwest Teachers &amp; Technology Program</b>	Various	\$1 million	The Qwest Teachers & Technology program is a classroom grant program that supports teachers who use technology in innovative ways to promote student success.
<b>ASSET</b> (Arizona School Services through Educational Technology)	Tempe, AZ	\$40,000	Early childhood instruction
<b>Tempe High School</b>	Tempe, AZ	\$25,000	Jobs for America's Graduates program
<b>Junior Achievement</b>	Denver, CO	\$77,000	Support of JA's Hispanic Initiative program and the Qwest "JA in a Day" opportunity where employees volunteer as Junior Achievement teachers for a day.
<b>Crow Canyon Archaeological Center</b>	Cortez, CO	\$25,000	Educational programming

Organization	State	Amount	Contribution Benefit
<b>Denver Public Schools Foundation</b>	Denver, CO	\$100,000	Support for the School Partners Program, which creates tailored partnerships between local businesses and individual schools.
<b>Florida Holocaust Museum</b>	Tampa, FL	\$40,000	Qwest employee Brendon Rennert is the grandson of Tuvia Bielski, a man who saved the lives of more than 1,200 Jews during World War II. Bielski's story of sheltering Jews in the forests of what is now Belarus will be translated from the current museum exhibit to a Web site accessible around the world.
<b>Junior Achievement</b>	Boise, ID	\$7,500	Support for the JA Ethics in Business program
<b>Iowa Jobs for America's Graduates</b>	Des Moines, IA	\$15,000	Support for the Iowa JAG program
<b>Red Cross Central Iowa Chapter</b>	Parkersburg, IA	\$15,000	The donation went toward the Red Cross's efforts to respond to those impacted by the Parkersburg tornado and others in need.
<b>Red Cross Twin Cities</b>	Minneapolis, MN	\$5,000	The donation was designated to the Local Disaster Relief Fund, which helps the Twin Cities Red Cross respond to more than 300 local disasters each year, including the early summer tornado in Hugo.
<b>Minnesota Planetarium Society</b>	Minneapolis, MN	\$10,000	<p>The ExploraDome is a portable, immersive learning environment where students experience "hands-on, minds-on" learning.</p> <p>The ExploraDome experience features an age-appropriate lesson that delivers a high-quality, interactive, visual program underneath a 25-foot-diameter dome and inspires minds to leave a lasting impression on students.</p>

Organization	State	Amount	Contribution Benefit
<b>High School Business Challenge</b>	Helena, MT	\$4,000	High School Business Challenge (HSBC) is a program that educates high school students about business principles. Through the program, students compete to develop and manage the most successful virtual company, and in so doing, gain valuable insight into career opportunities and business skills.
<b>Heritage Services</b>	Omaha, NE	\$25,000	Support of the Education and Media Center Computer and Technology Center
<b>Girls, Inc.</b>	Omaha, NE	\$10,000	Support of programs with Omaha Public Schools
<b>Dakota West Art Council</b>	Bismarck, ND	\$7,500	This grant benefits DWAC's Art Venture program, which illustrates a new world of creativity and expression to pre-kindergarten through sixth-grade children who are economically disadvantaged and often face physical and mental disabilities.
<b>Teach for America</b>	Albuquerque, NM	\$5,000	The Teach For America grant will go toward improving educational achievement in some of the state's economically challenged areas.
<b>Spanish Colonial Arts Society</b>	Santa Fe, NM	\$49,000	Education outreach
<b>Portland Children's Museum</b>	Portland, OR	\$25,000	Teacher professional development
<b>Oregon Shakespeare Festival Association</b>	Ashland, OR	\$35,000	Support for the Adventure in Stages program
<b>South Dakota Public Broadcasting</b>	Sioux Falls, SD	\$15,000	SDPB's Ready To Learn project provides books to economically challenged children across South Dakota. The grant will fund the purchase of brand-new books to encourage children to read at young ages.

Organization	State	Amount	Contribution Benefit
<b>Western Governors University</b>	Salt Lake City, UT	\$50,000	Funds for the WGU Qwest Scholarship program
<b>"This Is the Place" Heritage Park</b>	Salt Lake City, UT	\$10,000	TITP Heritage Park is a 450-acre living history facility representing the Utah pioneer era of 1847-1896. Original and replica buildings are staffed with volunteer and paid "interpreters" who demonstrate pioneer trades, crafts and skills to visitors. This grant will help bring history to life for thousands of Utah's students.
<b>Point Defiance Zoo &amp; Aquarium</b>	Tacoma, WA	\$7,500	The Qwest Foundation grant will be used for the "Structures of Life" program to help enhance the Tacoma School District's life sciences module in all of its 97 fourth-grade classrooms.
<b>Scottish Rite Foundation</b>	Cheyenne; Sheridan; Rock Springs, WY	\$8,000	With the Qwest Foundation grant, the Scottish Rite Foundation's Rite Care program will ensure that children across Wyoming receive the right kind of services to build and improve their skills for future learning success.
<b>Cheyenne Botanic Gardens</b>	Cheyenne, WY	\$5,000	The grant will allow the Botanic Gardens to purchase technology equipment for a science discovery lab that will be a part of the new Children's Garden.

Certified 501(c)(3) organizations may find more information and detailed guidelines for grant requests at [www.qwest.com/community](http://www.qwest.com/community).

In 2008, the Qwest Foundation and Qwest employees provided support to **United Way** organizations in more than 200 communities. In addition, our employees were instrumental in the founding of **United Way Bangalore**, and held our first international giving campaign to support environmental efforts in this Indian city.

## Volunteerism

The giving goes even further when Qwest employees' volunteer commitments are considered. When employees devote their personal time to tutoring children, feeding the homeless, and fostering animals, among a host of other worthy pursuits, the Qwest Foundation supports their work through the **Matching Time Program**.

Through the Qwest Matching Time Program, employees who volunteer 40 hours of service to a nonprofit in six months are eligible to earn a grant for that organization of at least \$500.

In 2008, Qwest employees contributed their time and talents to nonprofits across our region and honored 533 nonprofits with \$528,000 in Matching Time grants.

Because Qwest employees live and work in the same communities as our families and customers, each has a personal stake in helping to improve towns and neighborhoods in their area.

That's why Qwest is a proud sponsor of the **Qwest Pioneers**, a group of retired and current employees that is dedicated to service through volunteer work. The Pioneers partner with a range of nonprofit organizations to support and fulfill community needs.

Last year, Qwest Pioneers spread joy and goodwill as they organized several successful volunteer events.

- Pioneers made more than 10,000 "hug-a-bears." The bears are given to first responders, like firemen and policemen, to help soothe children in traumatic situations.
- Pioneers ran "beeping Easter egg hunts" for visually impaired children in 11 states—and made all of the colorful, audible eggs using telephone technology.
- Pioneers created 1,200 "beep balls" for hearing-impaired softball players. Balls were shipped throughout the United States and internationally and fostered a love for "beeping baseball games."

- Pioneers have partnered with the National Library Service through the Volunteer Repair Project since 1960. Pioneers use their knowledge and technical abilities to repair audio playback machines for blind and physically handicapped readers. With more than 30 repair locations across the country, Pioneers repair more than 10,000 units each year, volunteer more than 50,000 hours and save the National Library Service more than \$400,000 each year.
- Pioneers distributed more than 20,000 books to students in Title I schools with the Readers for Life program.

Thousands of employees volunteer regularly and many choose to take leadership roles participating on the nonprofit board of the organizations that matter to them.

In 2008, 537 employees volunteered on 746 different nonprofit boards and through this service, provided more than 64,000 hours of volunteer time.

In total last year, Qwest current and former employees volunteered more than **1 million hours of service** to nonprofit organizations.

This brought a value of more than **\$19 million** to these groups.

That's **60 million minutes** devoted to improving thousands of communities, one individual at a time.

And it's one of the ways **Qwest employees put people first.**

## Sponsorships

At Qwest, we're thrilled to support the communities in which we live and work through events and sponsorships.

We're excited to cheer on great teams at world-class venues, and through Qwest services, help keep fans connected to the people, places and things that are important to them.

Through a rigorous evaluation process, we select sponsorships that feature community, customer and employee opportunities. And in 2008, our sponsorships led to win-win-win situations for our target groups.



### **Arizona Diamondbacks** –*Share the Win*

For each Arizona Diamondbacks win during the 2008 baseball season, Qwest donated \$100 to Friendly House, an organization that serves immigrant families in Arizona. The donation totaled \$10,000.



### **Colorado Rockies** –*Qwest in the Community with Matt Holliday*

During the 2008 baseball season, each time then-Colorado Rockies left fielder Matt Holliday hit an RBI, Qwest donated \$100 to Big Brothers Big Sisters of Colorado. Holliday hit

88 RBI's during the 2008 season, but Qwest increased the final donation to \$10,000.



### **Colorado State University** –*How Green Are You*

In partnership with CSU Athletics, Qwest developed an essay contest to benefit Fort Collins Boy Scouts and Girl Scouts troops. The troops wrote essays detailing their plans to "go green" and the winner won tickets to a

CSU home football game.



### **Military Appreciation**

In 2008, Qwest was proud to partner with America Supports You, a nationwide program to recognize support for our military, and to communicate that support to members of our Armed Forces

at home and abroad. Qwest sponsored military appreciation

activities with the Minnesota Twins, Colorado Rockies and Utah Jazz, distributing game tickets to military families and encouraging customers and employees to send messages to our troops using the America Supports You Web site.



### **Minnesota Twins** –*Qwest in the Community with Joe Mauer*

During the 2008 baseball season, each time Minnesota Twins catcher Joe Mauer hit an RBI, Qwest donated \$100 to Mentoring Partnership of Minnesota. The total

\$10,000 donation was presented to the organization during the September 27 pre-game festivities.



### **Minnesota Vikings** –*Community Tuesdays*

As the official sponsor of the Vikings Community Tuesdays, Qwest and Vikings players teamed up during the 2008 season to host a blood drive, read to kids and give away books and visit a metro-area children's

hospital handing out teddy bears and Vikings souvenirs.



### **Seattle Seahawks** –*Qwest in the Community with Matt Hasselbeck*

During the 2008 Seahawks season, for every touchdown pass thrown by Matt Hasselbeck, Qwest donated \$400. Due to injuries, Hasselbeck had a total of five

touchdowns this past season but Qwest increased its donation to Page Ahead children's literacy program to \$10,000.

### **Qwest Leadership Challenge**

The Qwest Leadership Challenge™ was brought to Arizona, Colorado and Washington communities in 2008 by the Phoenix Suns, FSN Sports, Kroenke Sports, the Seattle Seahawks and Qwest to promote and inspire community involvement, and reward community service for high school varsity athletes. Students competed for one of several college scholarships. Scholarships were awarded based on the students' exemplary service, leadership and commitment to their communities as demonstrated through a Qwest Leadership Challenge project that included 30 volunteer hours to a non-profit or school-related cause.

**Qwest Group Nights**—with the Arizona Diamondbacks, Colorado Avalanche, Colorado Rockies, Denver Nuggets, Minnesota Twins and Utah Jazz

Throughout the various sports seasons, Qwest hosts educational-based nonprofit organizations at hockey, basketball and baseball games. These events bring the excitement of sports to children in communities across the Qwest region.

**Salt Lake Bees**—Guadalupe Schools Donation

For every home run the Bees hit during their regular 2008 baseball season, Qwest donated \$50 to Guadalupe Schools. As the Bees swung their way toward defending their Pacific North division championship, they hit more than 160 home runs. Qwest popped up the donation to \$10,000.



**University of Colorado**—*Winning Attitudes Program*

Qwest, the official communications partner for University of Colorado Athletics, partners with FSN Rocky Mountain and the University of Colorado on the Winning Attitude program.

The program honors middle-school students around Colorado for the difference they make in their communities by celebrating outstanding efforts in sportsmanship, community involvement and teamwork.

**Youth Sports Clinics**

In Utah, Qwest and players from the Utah Jazz hosted kids from the South Valley Boys and Girls Club for a basketball skills clinic. In Minnesota, Qwest and Minnesota Vikings running back Adrian Peterson hosted a football skills clinic for 100 of the area's youngsters. And the Phoenix Suns hosted two basketball clinics with Qwest, one run by Suns alumni players for the Tempe YMCA, and one hosted by Leandro Barbosa for local high-school age players.

Qwest customers who care about education and the environment can get involved with Qwest Foundation activities, too.

Through a program called **"1% Back to Schools,"** the simple act of paying your Qwest bill helps kids and schools.

Qwest introduced an innovative program in 2007 that **allows consumers to direct one percent of their Qwest bill to the school district of their choice** in one of our 14 residential-service states. Program participants receive their bill online and pay through AutoPay, thus helping our schools and the environment.

In 2008, the program awarded almost **\$50,000** to school districts.

More information on this program is available at [www.qwest.com/onepercent](http://www.qwest.com/onepercent).





# Diversity as a Culture

Qwest's philosophy is that diversity is more than just a buzzword; it is the responsibility of each and every employee, from local supervisors to leadership and from maintenance teams to managers.

Diversity should live throughout the company and be supported and endorsed at all levels, in all departments and in all forms.

"At Qwest, welcoming our differences is a key part of our company values. We succeed with great business ideas influenced by our different backgrounds, cultures and beliefs."

**Ed Mueller**, Chairman & CEO

We can best meet our customers' needs when we can see their experiences with us through their eyes. A workforce that is reflective of our service territory means we can better serve customers and better serve the community.

As the demographics of Qwest's residential service territory become more diverse, Qwest as a company does, too.

## Companywide Initiatives

- After creating an executive steering committee to review and recommend diversity policies and initiatives at Qwest, the company has taken action on several.
- **Diversity training** is provided for all Qwest employees, as part of Qwest's annual Code of Conduct training.
- **Increased outreach** to institutions of higher education traditionally serving diverse populations.
- Participation in **minority job fairs and job postings on targeted online recruiting Web sites.**
- Partnerships with internal, Qwest-sponsored **employee resource groups** to extend reach and awareness of community activities and company job openings.

## Diversity Resource Groups

Many Qwest employees take active roles in company-sponsored resource groups. Based on a wide variety of interests, resource groups are ways for employees to connect with each other and provide non-traditional networking and mentoring opportunities.

At Qwest, resource groups have taken greater leadership roles in helping educate other employees about different cultures and ways of doing things. By hosting potlucks and speaker series, resource groups start conversations with all levels of employees, which leads to increased awareness and better collaboration. Diversity group members also serve as formal diversity trainers, and help Qwest target its marketing spend and provide feedback on advertising.

At Qwest, employees can belong to several diversity groups:

- ABTP: Alliance of Black Telecommunication Professionals
- EAGLE: Employee Alliance for Gays and Lesbians
- Friends: employees and/or family members with disabilities
- PAAN: Pacific Asian-American Network
- Qwest Women
- SOMOS: Success-Oriented Members Offering Support (Hispanic network group)
- VETERANS
- VOMF: Voice of Many Feathers (American-Indian network group)

“When we value and respect each other for our unique perspectives, and all our employees can reach their personal and professional potential, we can create the best solutions to meet our customers’ needs. That is why at Qwest diversity is so important to us.”

**Ed Mueller**, Chairman & CEO

## Supplier Diversity

Qwest spends an average of 12 to 14 percent of its total budget with Minority-, Woman- and Disabled Veteran-owned Business Enterprises (MWDVBE). Our spending with these enterprises has nearly doubled in the last five years, representing contracts with more than 400 diverse suppliers in 2008.

Supplier diversity is an industry-leading program at Qwest, especially when one considers the national average is a six percent spend with MWDVBE. Qwest received a certificate of appreciation from the New York State Minority and Women’s Business Development office recognizing our leadership as an MWBE champion and corporate partner in MWBE utilization.

## 2008 Notable Diversity Awards

Diversity at Qwest means a commitment to the changing, growing, new communities and residents around us and across the nation. And Qwest takes seriously that dedication to enriching its workplace through diversity.

So seriously, in fact, that Qwest received several awards in 2008 for its diversity initiatives:

- **“Corporation of the Year”**: Rocky Mountain Minority Supplier Development Council, March 2008
- **“50 best companies for Latinas to work for in the United States”**: Latina Style, August 2008
- **“Diversity Elite 2008”**: Hispanic Business magazine, August 2008
- **“Diversity Leadership Award”**: Colorado and Denver Bar Associations, September 2008
- **“2008 Outstanding Corporate Commitment Award”**: Colorado Hispanic Bar Association, awarded January 2009



# Environmental Sustainability

The environment is a hot topic these days, and for good reason. To maintain and preserve our way of life, we must understand how our actions today impact our world's future.

Just as Qwest expects each and every employee to foster a company culture where doing what is right is the standard, Qwest believes that doing what is right environmentally is no exception. A corporate adherence to integrity, ethics and responsibility—within the workplace and within the world—helps build pride, loyalty and an unwavering commitment to making our communities better places.

## Achieving Long Term Sustainability. One Step at a Time

**Qwest has undertaken several initiatives to “do what is right” for the environment:**

### Environmental Sustainability Council and Mission

The Environmental Sustainability Council, established by Qwest in 2007, facilitates collaboration across the departments at Qwest with the goal of identifying and implementing actionable “greening” initiatives.

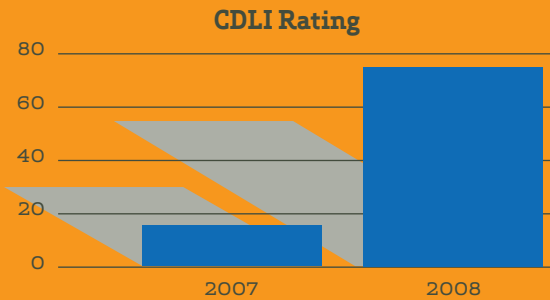
The Council aims to reduce Qwest’s carbon footprint and evaluate the ongoing economic feasibility of our green initiatives. It also assesses ways to guide our vendors to reduce or conserve energy and to utilize more sustainable products.

### Carbon Disclosure Project

The potential threat from rising greenhouse gas (GHG) emissions is a major societal concern. While there is still debate about the long-term effects, Qwest has taken steps to better understand and manage our carbon footprint and to position our business to be more sustainable in the long term.

For the past three years Qwest has submitted our carbon inventory to the Carbon Disclosure Project (CDP). The CDP is an independent, not-for-profit organization that aims to create an ongoing relationship and meaningful dialogue between shareholders and corporations based on the implications of climate change.

To learn more about what corporations are doing to reduce carbon footprints, the CDP issues an annual questionnaire and then assigns a Carbon Disclosure Leadership Index (CDLI) rating based on a company's response.



Over the past two years Qwest's CDLI rating has increased fourfold from a 17 in 2007 to 72 in 2008.

## Climate Registry

Qwest was the first major telecommunications provider to join the Climate Registry. In May 2008 we joined as a "Founding Reporter." The not-for-profit Climate Registry establishes consistent standards for reporting GHG emissions for organizations throughout North America, ensuring GHG emissions are reported accurately and transparently and compiled in one place.

## Waste Recycling

Qwest's waste minimization and recycling program results in millions of pounds of electronic and communications equipment being diverted from landfills each year.

We recycle telecommunications equipment, such as batteries, wood poles, electronic/computer equipment, copper wire, fluorescent lamps and fleet oil/solvents.

## Alliance for Telecommunications Industry Solutions (ATIS)

As an active member and contributor to ATIS, Qwest works alongside other industry leaders to identify and promote energy-efficient technologies and equipment.

We are also a member of the newly created ATIS Exploratory Green Group. This group is developing recommendations and sharing best management practices for the telecommunications industry in the area of environmental sustainability. It is also looking at ways that the telecommunications industry can assist other businesses to reduce their carbon footprint by using videoconferencing, telecommuting, smart buildings and logistics.

## EPA SmartWay Program

Qwest joined the EPA's voluntary SmartWay Transport Shippers program in December 2008. The SmartWay program recognizes partners that set and achieve GHG reduction goals in their freight transport operations. This program encourages Qwest to utilize SmartWay Partner freight carriers that are improving their own fuel efficiency which in turn helps us reduce potential environmental impacts from our freight shipping activities.

## Qwest Go Green for Schools Program

Although 90 percent of Americans report that they would recycle their cell phones if there was an easy way to do so, only 2.3 percent of them actually do.

"Go Green for Schools" is a new and innovative cell phone recycling program. By recycling cell phones with Qwest, customers can raise money for public school districts and pre-kindergarten through 12th-grade educational initiatives. In addition, the program keeps unused cell phones out of landfills and reduces greenhouse gas emissions.

In its first four months, the Go Green for Schools program collected more than 5,000 phones, which were recycled with a zero-percent landfill policy.

Qwest's Go Green for Schools and computer donation program in 2008 resulted in:

- Energy savings equal to the electricity required to power 114 households per year
- Greenhouse gas reduction equal to removing 151 passenger cars from the road per year
- Air emissions reduction equal to 819 metric tons of greenhouse gas emissions

For more information and to donate your used cell phones, visit [qwest.com/gogreenforschools](http://qwest.com/gogreenforschools).

## Qwest "Going Green" Web Page

Employees have told us the environment and sustainability are important to them.

So last year, Qwest established a "Going Green" Web page for internal use. There, employees contribute suggestions to help the company go green, and the ideas are then evaluated based on feasibility, budget and other important factors.

The Going Green Web page has grown to also showcase individual and departmental efforts that make a positive impact on our environment. Plus, there is a "Green Tips Board" to list greening ideas and news employees can use—both at home and at the office.

## Global Green 100 Award

The Uptime Institute selected Qwest as one of its Global Green 100 companies in 2009. The list highlights the significant energy efficiency achievements of global corporations operating major data centers. It includes exemplary Fortune 500 and InformationWeek 500 organizations with a demonstrated board-level policy and governance commitment to increasing energy efficiency and reducing the carbon footprint of their enterprise IT and data center operations.





## Qwest's Corporate Ethics and Compliance Program

Qwest is committed to conducting its business lawfully and with integrity; we insist on the highest standards of ethical behavior from our employees and vendors.

Those stated standards are more than simply objectives; they are requirements. And we strive to hold ourselves and our agents to the principles of telling the truth and acting in good faith.

To promote awareness of and compliance with these principles, Qwest has enacted several programs, all overseen by a chief ethics and compliance officer, who is responsible for implementing the Qwest Ethics and Compliance Program and reporting to a corporate audit committee on ethics and compliance matters.

Qwest also has an internal Web site dedicated to Ethics and Compliance. In 2008, views of this page exceeded 15 million.

### Code of Conduct

Qwest captures our ethical principles in our Code of Conduct (Code), which is the cornerstone of our Corporate Ethics and Compliance Program. We require each of our employees to acknowledge annually that they have received and reviewed the Code, and understand and agree to abide by all aspects of the Code and the Qwest Ethics and Compliance Program. Qwest views the Code as a "living document" that continues to evolve and improve with the benefit of continued analysis and experience.

*Of Note in 2008:* An independent organization of compliance professionals evaluated Qwest's Code and deemed it to be one of the best in its class.

### Advice Line

Understanding that ethics and compliance are a full company effort, we also provide our employees numerous resources to help drive ethical behavior.

Employees can obtain guidance on ethical issues from their supervisor or by contacting the Qwest Advice Line, which is staffed by professionals who can provide employees "real-time" guidance in addressing ethical issues. Employees can contact the Advice Line anonymously and without fear of reprisal.

## Training and Communication

Qwest instills the idea of ethical behavior in our agents and employees through periodic reminder messages and training, which include:

- Mandatory, annual training for all employees, including executive officers, on the Code and corporate policies
- Board of director training on oversight responsibilities
- Mandatory, targeted job-related training
- Compliance awareness tools (posters, wallet cards, e-mails, articles, etc.)
- Routine communications on policy changes and ethics and compliance requirements

## Insisting on Ethical Behavior From Vendors

Because Qwest is committed to conducting business with integrity and ethics, and in compliance with the letter and the spirit of all applicable law, we expect our suppliers, manufacturers, distributors, contractors, agents, consultants and other business partners to embrace and share our commitment to integrity and compliance.

So we require all suppliers to review and comply with specific Ethical Business Practices. In addition, suppliers are required to conduct their business in full compliance with applicable laws and regulations.

## Meeting and Exceeding Industry Standards

- Telecom Compliance Forum
- Committee of Sponsoring Organizations (COSO)—Treadway Commission, Enterprise Risk Management (ERM)
- Ethics and Compliance Officer Association
- Society for Corporate Compliance and Ethics
- Practicing Law Institute
- Open Compliance and Ethics Group
- Ethics Resource Center
- Corporate Executive Board
  - Ethics and Compliance Leadership Council
  - General Counsel Roundtable

## Online Safety

Qwest has formed a close relationship with the National Center for Missing and Exploited Children (NCMEC) and a number of other organizations which enable us make resources available to community members, educators, parents and guardians and especially children to keep themselves safe online.

In addition to the Qwest Foundation's support of **NetSmartz411.org**, Qwest's relationship with the National Center for Missing and Exploited Children includes an agreement to block access to Internet sites identified by NCMEC as containing child pornography. We also have developed **IncredibleInternet.com**, a Web site dedicated to improving families' experiences with the Internet and staying safe online, as well as advice on preventing identity theft.

Further, over the last few years we have held conferences with leaders in law enforcement, politics and education in several states to discuss and advance issues regarding Internet safety. In addition, Qwest supports Colorado's Internet Safety Foundation, an organization formed as the result of the United States Department of Justice's Project Safe Childhood, to support Internet safety for children.

All of these efforts allow Qwest to maintain an active presence in the Internet community, offering resources to educate families about Internet safety and promoting the safety of children online.



# Forward Momentum: 2009

A century of service brings  
to Qwest a commitment to our  
communities and our customers.

And as the years continue, that focus will persist—  
through customer service, community involvement  
and volunteerism, a dedication to diversity and a  
concentration on ethical behavior.

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