

Our Ongoing Commitment to An Outstanding Customer Experience

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President, Mass Markets



November 12, 2021



I've worked in the technology industry for more than 30 years and have witnessed many exciting advances in how we connect people to the things that matter most to them. Regardless of the system or platform used to provide that connectivity, it's the *experience* our customers have with us that helps define our success.

I have the privilege of working every day with some of the best customer service professionals in the industry. Through connectivity, reliability and productivity, CenturyLink — as well as the entire Lumen family of brands — is delivering exceptional customer-first experiences to those who trust us with their business.

At Lumen, we firmly believe what creates an outstanding experience is understanding how our customers want to do business with us and exceeding their expectations in every encounter they have.

This customer-first approach is resonating with our consumer and small business customers served by CenturyLink, one of our well-established and trusted Lumen brands. This is evidenced by Newsweek's recent recognition of CenturyLink as No. 3 on their list of [America's Best Customer Service](#) companies for 2022 in the category of Online Services and Digital Products, Internet Service Providers (ISP). We're proud to receive this recognition for the second consecutive year based on an independent survey of more than 25,000 U.S. customers who shared feedback about **quality of communications, professional competence, range of services, customer focus and accessibility.**



Equally exciting, Lumen Technologies was recognized this year by Forbes as one of [America's Best Employers for Diversity](#) and one of [America's Best Employers By State 2021](#). And we are thrilled that Forbes has named Lumen Technologies for the first time to its [World's Best Employers 2021](#) list based on feedback from more than 150,000 workers across 58 countries working for businesses with operations in multiple regions. These respondents scored their employers on working conditions, salary, potential for growth, diversity, and social responsibility. Our amazing people help set us apart, and this is a testament to our incredible team around the world. What a proud win and humbling way to celebrate our one-year anniversary as Lumen.

We believe humanity is always at its best when it produces innovative technologies that advance the ways we live and work. We also believe in the power of our people. As a customer-centric company, Lumen is committed to furthering human progress through technology and inspiring our customers to imagine new possibilities. The Lumen team is helping make those possibilities a reality.

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AUTHOR

Maxine Moreau is President of Lumen's Mass Markets division. She brings more than 30 years of experience to her role, which includes all aspects of the company's consumer and small business strategy, go-to-market, and customer experience.

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