

Summary of YOUCAN Program Changes



The Legacy CenturyLink iLEAD and Legacy Qwest YOUCAN employee referral programs are merging into a combined all-employee referral program to be called YOUCAN.

Throughout 2012 the YOUCAN and iLEAD teams will work to integrate these programs into the new employee referral program. We are making these changes to ensure we realize the proper mix of incentives, efficiencies and cost savings.

Change Timeline

Date	Change
June 1, 2012	Several changes will be made on June 1, 2012 to bring the YOUCAN and iLEAD programs into alignment: <ul style="list-style-type: none"> Award Value Changes Remove Self Referrals from YOUCAN Process Changes for Consumer and Business Sales Representatives
June 2012	Legacy Qwest retail locations will be trained throughout the month to process YOUCAN leads for technicians. Employees will be notified when retail is available as an additional referral channel in their market. Continue to refer as you do today until you are notified.
July – October 2012	Legacy CenturyLink employees will change from the iLEAD process to the YOUCAN process region by region, beginning with the Southwest region. Continue to refer as you do today until you are notified.

Summary of YOUCAN Changes Effective June 1, 2012

- I. **Award values are changing for referrals sold on or after June 1, 2012.** The net value of the award will continue to be placed on a reloadable card twice each month.

YOUCAN Residential and Small Business Award Values*

Category	Product	Award Values	
		5/31/12 and prior	6/1/12 and after
Voice	New Line	\$20	\$20
Voice Upgrade	Bundle	\$5	\$10
HSI	All HSI Speeds Traditional & Pure	\$40	\$30
HSI Upgrade	Speed Upgrade	\$15	\$10
	Internet Add On	\$5	\$3.50
Video	DirecTV	\$40	\$15
	Prism TV	NA	\$30
Wireless	New Line	\$15	\$10
Features	Calling Features	\$5	\$3.50
	Long Distance	\$5	\$3.50
	Wire Maintenance	\$5	\$3.50
	Security Monitoring	\$5	\$3.50

*Awards for hi-cap products are unchanged.

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2. Awards for some products are being discontinued on 5/31/12:

- New Jacks, new Modems and new High Speed Internet Technician Installation awards. *This does not apply to Legacy Qwest technicians' referrals of completed Jacks, completed Modems and completed High Speed Internet Technician Installations which will continue to generate a \$5 award.*
- Verizon Wireless Opt-in
- @bat Award (promotional award for qualified non-sold referrals from some work groups)
- DirecTV Upgrade
- Narrowband

3. Self-referrals will no longer qualify for a YOUCAN award.

4. Referrals from Consumer and Small business care representatives will no longer qualify for a YOUCAN award.

- Consumer Sales and Care agents will no longer refer customers to the YOUCAN Small Business center for YOUCAN awards.
- Small Business Sales and Care agents will no longer refer customers to the YOUCAN Consumer center for YOUCAN awards.
- Representatives who identify referral needs from a friend, neighbor or business in the community, may still submit referrals to YOUCAN through the YOUCAN website at centurylinkyoucan.com.

Questions?

Questions about this change should be referred to your supervisor or, in Legacy Qwest markets to Tami.Cordova@centurylink.com and in Legacy CenturyLink markets to Carol.Allen@centurylink.com.