

CenturyLink's Employee Referral Program

What is YOUCAN?

By Jeanine Sterne

The YOUCAN program is a voluntary referral program allowing CenturyLink employees to recommend CenturyLink products and services to friends, family and customers. Once an applicable sale is made, employees receive referral credit on the YOUCAN Awards card. The YOUCAN home page hosts a variety of information for employee participants. Initially your password is your home zip code on file with Human Resources.

www.centurylinkyoucan.com

From the landing page you can:

- Create referrals
- View YOUCAN news
- Check your YOUCAN reward card balance
- Change your YOUCAN account preferences including your password and email address that referral notifications are sent to.
- See a list of your referrals and their status (referral history)

The New YOUCAN Rewards Visa

By Michael Whiteman

YOUCAN is changing from American Express to Visa on February 1st. All new awards after January 2013 will be added on a reloadable card with the Visa® logo. YOUCAN is making this change to improve our referrers' experience by using this widely accepted brand and adding the ability (a fee applies, see card terms and conditions) to withdraw money from an ATM. If you have an existing YOUCAN card with the American Express® logo, the value on your card will be transferred to

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Four Ways to Refer:

- Visit CenturyLinkYOUCAN.com and create a referral for a later callback. Online referrals go into an outbound queue, two attempts will be made.
- Refer your customer to a local Retail partner (where applicable).
- Hand your customer YOUCAN collateral with your CUID or SAP ID.
- Put your customer on the phone with YOUCAN support/sales.

a new YOUCAN card with the Visa logo. Your existing card will be frozen on February 1, 2013 and any transactions after that point will be declined. Your new card should arrive at your home in a plain white envelope by February 15th – February 22nd. Be sure your home mailing address is correct in SAP. If you participate in YOUCAN and don't have a card yet, you'll receive the new card in the mail after your first sold referral is processed. **For additional details, visit youcan.com. See frequently asked questions on page 3.**

YOUCAN Contacts

By Tami Cordova

For local markets employees, each market has appointed a YOUCAN advocate/ambassador. These ambassadors are trained to assist participants and their managers on locating resources, answering referral questions and are a local liaison with the YOUCAN program support team. See your supervisor for your ambassador's contact information.

[YOUCAN Contacts—All other employees](#)

CRIS: youcan@centurylink.com

Ensemble: youcan.ensemble@centurylink.com

Award Values (not all-inclusive)

	Award
New Voice Line	\$20
New HSI	\$30
HSI Speed Upgrade	\$10
New DirectTV	\$15
New Prism TV	\$30
Verizon Wireless	\$10
Voice Features	\$3.50
CenturyLink Long Distance	\$3.50
Maintenance Plans	\$3.50
Security Monitoring—select markets	\$3.50
Core Connect 1	\$50

Introducing savvisdirect to YOUCAN

By Tami Cordova

Savvisdirect cloud services are now a part of the YOUCAN employee referral program. You can participate by:

- Warm transfer your customer to the savvis direct call center at 855 459 7121 to have a referral created with your CUID or SAP ID.
- Direct your customer to savvisdirect.com/refer to create a referral with your CUID or SAP ID.

If your referral is successful, you will receive a \$30 payout for an application sale or \$50 for a platform/infrastructure sale. For a limited time, there's an additional bonus for orders generating monthly recurring revenue over \$1000.

Application Sale \$30 (bonus for orders over \$1000 MMR=\$100)

Platform/Infrastructure Sale \$50 (bonus for orders over \$1000 MMR=\$200)

YOUCAN Winners highlight

By Jeanine Sterne

August 17th to September 17th, 2012, YOUCAN sponsored a regional all employee challenge to increase the sold HSI units for each region. The winners are listed here.

Stay tuned for results and winners from the 4th quarter regional contests—lots of participants earned new iPad Mini computers.

Region	Prize	Winner
Midwest	\$250 Gift Card	Jennifer Blackstock
	iPod Nano	Randall Machovec
	iPad	Will Bischoff
Northwest	\$250 Gift Card	Robin Van Tine
	iPod Nano	Jose Perfecto
Mountain	\$250 Gift Card	Alicia Montanez
	iPod Nano	Scott Redmond
Southwest	\$250 Gift Card	Jesse Carreon
	iPod Nano	William Hamill
	iPad	Richard Morency
Southern	\$250 Gift Card	Brody Parker
	iPod Nano	Stephan Timm
	iPad	Jacki Keith
Eastern	\$250 Gift Card	Steven Roberts
	iPod Nano	Julian Nelson
	iPad	Johnny Shambley

Call for YOUCAN Newsletter articles

If you have or know of a YOUCAN success story, best practice or testimonial, please send it our way. We'd love to share local stories in future issues.

YOUCAN Awards Card Transition FAQ's

Q: I have YOUCAN card with the American Express® logo. How does this impact me?

A: The value on your card on February 4, 2013 will be transferred to a new YOUCAN card with the visa logo. Your existing card will be frozen on February 4, 2013 and any transactions after that point will be declined. Your new card should arrive at your home in a plain white envelope by February 15th – February 22nd. Be sure your home address is correct in SAP.

Q: I recently received a YOUCAN card with the Visa® logo. How does this impact me?

A: New YOUCAN cards with a Visa logo issued after November 2012 are not impacted by this change.

Q: How do I update my home address?

A: Visit the corporate homepage and click ESS/MSS. After logging in navigate to "Employee Self Service", "Address, Work and Personal Phone Numbers."

Q: Why are cards being frozen?

A: In order to transfer funds from existing cards to the new card our card processor needs to freeze cards to allow any pending transactions to complete. This process takes several days. We are transferring funds to the new card rather than asking participants to 'spend down' their existing cards by a specific date.

Q: How does this impact the awards I would normally receive on the February 1st, 2013 payout?

A: We will process the payout we normally would apply on February 1st on or about January 29th to your existing card.

Q: I still have questions, who do I contact?

A: Please direct questions related to this change to youcan.support@centurylink.com.