

# Fourth Quarter 2021 Results

February 9, 2022

LUMEN®

# Forward-Looking Statements

Except for historical and factual information, the matters set forth in this presentation and other of our oral or written statements identified by words such as “estimates,” “expects,” “anticipates,” “believes,” “plans,” “intends,” “will,” and similar expressions are forward-looking statements as defined by the federal securities laws, and are subject to the “safe harbor” protections thereunder. These forward-looking statements are not guarantees of future results and are based on current expectations only, are inherently speculative, and are subject to a number of assumptions, risks and uncertainties, many of which are beyond our control. Actual events and results may differ materially from those anticipated, estimated, projected or implied by us in those statements if one or more of these risks or uncertainties materialize, or if underlying assumptions prove incorrect. Factors that could affect actual results include but are not limited to: the effects of competition from a wide variety of competitive providers, including decreased demand for our more mature service offerings and increased pricing pressures; the effects of new, emerging or competing technologies, including those that could make our products less desirable or obsolete; our ability to successfully and timely attain our key operating imperatives, including simplifying and consolidating our network, simplifying and automating our service support systems, attaining our Quantum Fiber buildout plans, strengthening our relationships with customers and attaining projected cost savings; our ability to safeguard our network, and to avoid the adverse impact of possible cyber-attacks, security breaches, service outages, system failures, or similar events impacting our network or the availability and quality of our services; the effects of ongoing changes in the regulation of the communications industry, including the outcome of legislative, regulatory or judicial proceedings relating to content liability standards, intercarrier compensation, universal service, service standards, broadband deployment, data protection, privacy and net neutrality; our ability to effectively retain and hire key personnel and to successfully negotiate collective bargaining agreements on reasonable terms without work stoppages; possible changes in customer demand for our products and services, including increased demand for high-speed data transmission services; our ability to successfully maintain the quality and profitability of our existing product and service offerings and to introduce profitable new offerings on a timely and cost-effective basis; our ability to generate cash flows sufficient to fund our financial commitments and objectives, including our capital expenditures, operating costs, debt repayments, dividends, pension contributions and other benefits payments; our ability to successfully and timely implement our corporate strategies, including our deleveraging strategy; our ability to successfully and timely consummate our pending divestitures on the terms proposed, to realize the anticipated benefits therefrom, and to operate our retained business successfully thereafter; changes in our operating plans, corporate strategies, dividend payment plans or other capital allocation plans, whether based upon changes in our cash flows, cash requirements, financial performance, financial position, market conditions or otherwise; the impact of any future material acquisitions or divestitures that we may transact; the negative impact of increases in the costs of our pension, health, post-employment or other benefits, including those caused by changes in markets, interest rates, mortality rates, demographics or regulations; the potential negative impact of customer complaints, government investigations, security breaches or service outages impacting us or our industry; adverse changes in our access to credit markets on favorable terms, whether caused by changes in our financial position, lower credit ratings, unstable markets or otherwise; our ability to meet the terms and conditions of our debt obligations and covenants, including our ability to make transfers of cash in compliance therewith; our ability to maintain favorable relations with our securityholders, key business partners, suppliers, vendors, landlords and financial institutions; our ability to meet evolving environmental, social and governance (“ESG”) expectations and benchmarks, and effectively communicate and implement our ESG strategies; our ability to collect our receivables from, or continue to do business with, financially-troubled customers, including, but not limited to, those adversely impacted by the economic dislocations caused by the COVID-19 pandemic; our ability to use our net operating loss carryforwards in the amounts projected; our ability to continue to use or renew intellectual property used to conduct our operations; any adverse developments in legal or regulatory proceedings involving us; changes in tax, pension, healthcare or other laws or regulations, in governmental support programs, or in general government funding levels, including those arising from recently-enacted federal legislation promoting broadband spending; the effects of changes in accounting policies, practices or assumptions, including changes that could potentially require additional future impairment charges; continuing uncertainties regarding the impact that COVID-19 disruptions and vaccination policies could have on our business, operations, cash flows and corporate initiatives; the effects of adverse weather, terrorism, epidemics, pandemics, rioting, societal unrest, or other natural or man-made disasters or disturbances; the potential adverse effects if our internal controls over financial reporting have weaknesses or deficiencies, or otherwise fail to operate as intended; the effects of more general factors such as changes in interest rates, in inflation, in exchange rates, in operating costs, in public policy, in the views of financial analysts, or in general market, labor, economic or geo-political conditions; and other risks referenced from time to time in our filings with the U.S. Securities and Exchange Commission. You are cautioned not to unduly rely upon our forward-looking statements, which speak only as of the date made. We undertake no obligation to publicly update or revise any forward-looking statements for any reason, whether as a result of new information, future events or developments, changed circumstances, or otherwise. Furthermore, any information about our intentions contained in any of our forward-looking statements reflects our intentions as of the date of such forward-looking statement, and is based upon, among other things, regulatory, technological, industry, competitive, economic and market conditions, and our related assumptions, as of such date. We may change our intentions, strategies or plans without notice at any time and for any reason.

# Non-GAAP Measures

This presentation includes certain historical and forward-looking non-GAAP financial measures, including but not limited to adjusted EBITDA, adjusted EBITDA margin, net-debt-to-adjusted-EBITDA and free cash flow, each excluding the effects of special items, and adjustments to GAAP and other non-GAAP measures to exclude the effect of special items. In addition to providing key metrics for management to evaluate the company's performance, we believe these measurements assist investors in their understanding of period-to-period operating performance and in identifying historical and prospective trends.

Reconciliations of non-GAAP financial measures to the most comparable GAAP measures are included in the financial schedules to the Company's accompanying earnings release. Reconciliation of additional non-GAAP historical financial measures that may be discussed during the call, along with further descriptions of non-GAAP financial measures, will be available in the Investor Relations portion of the company's website at <http://ir.lumen.com>. Non-GAAP measures are not presented to be replacements or alternatives to the GAAP measures, and investors are urged to consider these non-GAAP measures in addition to, and not in substitution for, measures prepared in accordance with GAAP. Lumen may present or calculate its non-GAAP measures differently from other companies.

# Key Capital Allocation Priorities

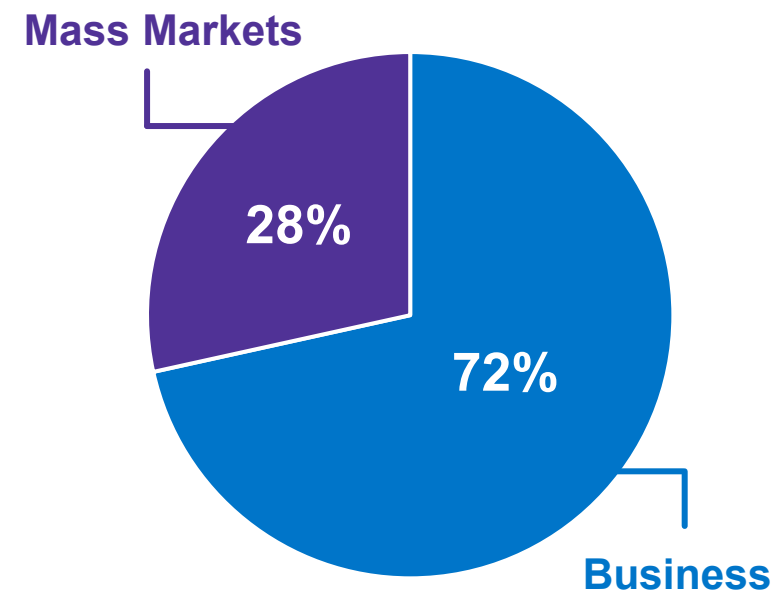
- ① Invest to Drive Growth
- ② Maintain \$1.00 per Share Dividend
- ③ Relatively Net Leverage Neutral Through Investment Phase
- ④ Continued Portfolio Optimization
- ⑤ Evaluate Opportunity for Additional Share Repurchases

# Financial Highlights for 2021

- ✓ Expanded Adjusted EBITDA margins by over 100 basis points and generated Adjusted EBITDA of \$8.4 billion
- ✓ Sequential revenue trends stabilized with a 0.8% decline in the fourth quarter
- ✓ Delivered solid Free Cash Flow over \$3.7 billion, supporting our capital allocation priorities
- ✓ Returned \$2.1 billion to shareholders through quarterly dividends and stock repurchases
- ✓ Reduced Net Debt by \$1.5 billion and exited 2021 maintaining leverage at 3.6x Net-Debt-to-Adjusted-EBITDA
- ✓ Announced value-accretive divestitures of our LATAM assets and a 20-state portion of our ILEC footprint worth a combined \$10.2 billion

# 4Q21 Revenue – Sales Channels

Sales Channels			
Revenue (\$ in millions)	4Q21	YoY% Change	QoQ% Change
International and GAM	\$1,017	(1.5%)	(0.2%)
Large Enterprise	\$922	(6.5%)	(1.1%)
Mid-Market Enterprise	\$665	(7.1%)	(0.2%)
<b>Enterprise Channels Subtotal</b>	<b>\$2,604</b>	<b>(4.8%)</b>	<b>(0.5%)</b>
Wholesale	\$890	(4.3%)	(0.1%)
<b>Business Subtotal</b>	<b>\$3,494</b>	<b>(4.7%)</b>	<b>(0.4%)</b>
<b>Mass Markets</b>	<b>\$1,353</b>	<b>(7.3%)</b>	<b>(1.9%)</b>
<b>Total Revenue</b>	<b>\$4,847</b>	<b>(5.4%)</b>	<b>(0.8%)</b>



# 4Q21 Business Revenue – Product Categories

Enterprise <sup>(1)</sup> Product Categories			
Revenue (\$ in millions)	4Q21	YoY% Change	QoQ% Change
Compute and Application Services	\$400	(2.2%)	3.9%
IP and Data Services	\$1,240	(3.2%)	(0.6%)
Fiber Infrastructure Services	\$409	(2.4%)	(2.6%)
Voice and Other	\$555	(11%)	(1.6%)
<b>Enterprise Channels</b>	<b>\$2,604</b>	<b>(4.8%)</b>	<b>(0.5%)</b>

Wholesale Product Categories			
Revenue (\$ in millions)	4Q21	YoY% Change	QoQ% Change
Compute and Application Services	\$46	2.2%	0.0%
IP and Data Services	\$297	(3.3%)	0.0%
Fiber Infrastructure Services	\$159	1.9%	2.6%
Voice and Other	\$388	(8.1%)	(1.3%)
<b>Wholesale Channel</b>	<b>\$890</b>	<b>(4.3%)</b>	<b>(0.1%)</b>

(1) Enterprise Channels include the International and Global Accounts (iGAM), Large Enterprise and Mid-Market Enterprise sales channels.

# 4Q21 Mass Markets Revenue

Mass Markets Product Categories			
Revenue (\$ in millions)	4Q21	YoY% Change	QoQ% Change
Consumer Broadband	\$706	(3.4%)	(1.3%)
SBG Broadband	\$39	5.4%	0.0%
Voice and Other	\$486	(15%)	(3.2%)
CAF II	\$122	(0.8%)	(0.8%)
<b>Total Mass Markets</b>	<b>\$1,353</b>	<b>(7.3%)</b>	<b>(1.9%)</b>

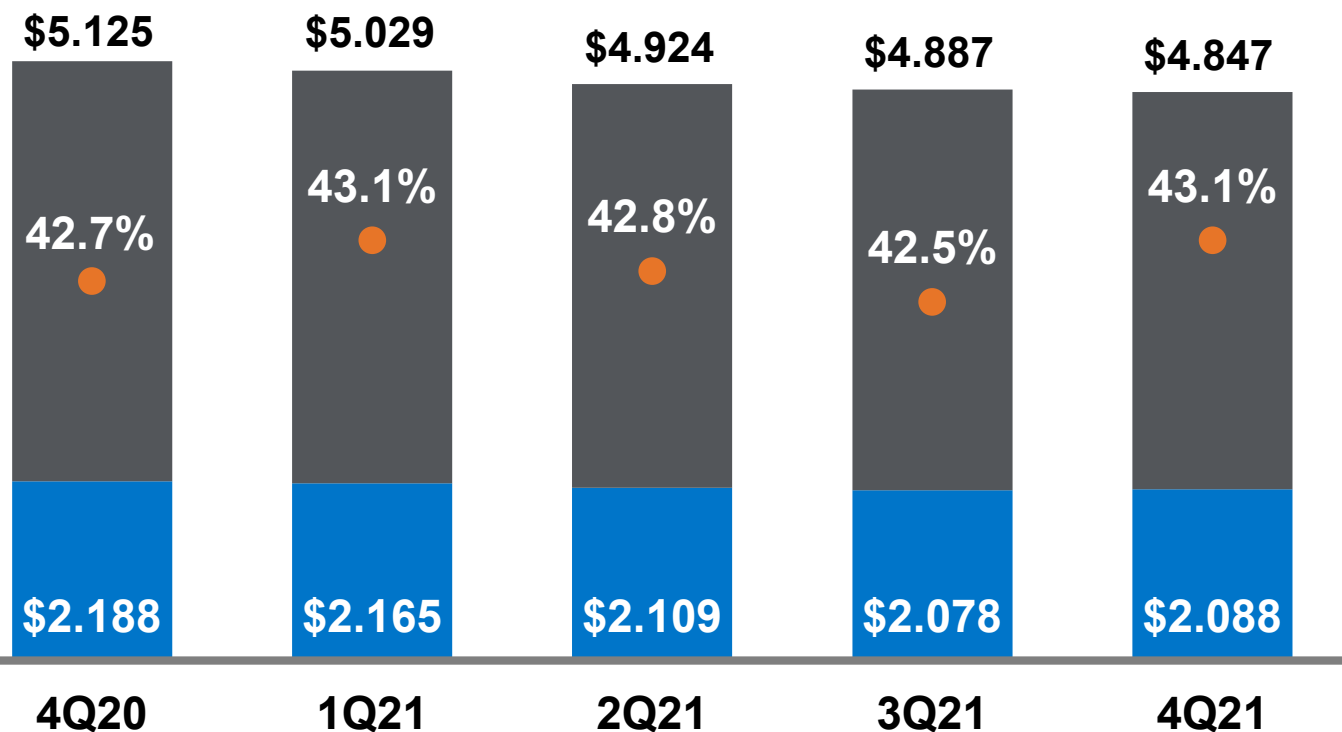
Quantum Fiber Broadband Performance	4Q21	YoY Change
Fiber Subscribers	803K	+128K
Fiber Enabled	2.8M	+0.4M
Fiber Penetration	~29%	+100 bps
Fiber ARPU	~\$58	-



# Adjusted EBITDA | Adjusted EBITDA Margin

## Quarterly Performance<sup>(1)</sup>

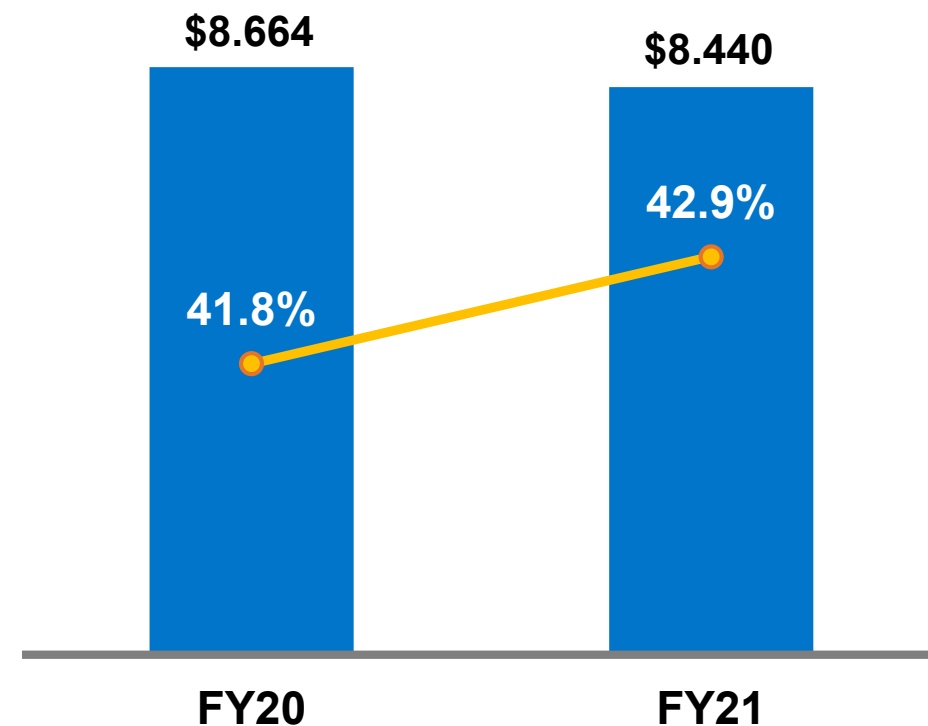
(\$ in billions)



■ Adj. EBITDA ■ Total Revenue ● Adj. EBITDA Margin

## Annual Performance<sup>(2)</sup>

(\$ in billions)



■ Adj. EBITDA ● Adj. EBITDA Margin

(1) 4Q20, 1Q21, 2Q21, 3Q21 and 4Q21 exclude Special Items of \$105 million, \$8 million, \$20 million, (\$31) million and \$19 million, respectively

(2) FY20 and FY21 exclude Special Items of \$175 million and \$16 million, respectively

# 2022 Financial Outlook

Metric <sup>(1)(2)</sup>	Outlook <sup>(3)</sup>
Adjusted EBITDA	\$6.5 to \$6.7 billion
Free Cash Flow	\$1.6 to \$1.8 billion <sup>(4)</sup>
Net Cash Interest	\$1.3 to \$1.4 billion
GAAP Interest Expense	\$1.350 billion
Dividends <sup>(5)</sup>	\$1.00 per share
Capital Expenditures	\$3.2 to \$3.4 billion
Depreciation & Amortization	\$3.2 to \$3.4 billion
Stock-based Compensation Expenses	~\$150 million
Cash Income Taxes	~\$100 million
Full Year Effective Income Tax Rate	~26%

(1) For definitions of non-GAAP metrics and reconciliation to GAAP figures, see Lumen's Investor Relations website.

(2) Outlook measures in this presentation and the accompanying schedules (i) exclude the effects of Special Items, future changes in our operating or capital allocation plans, unforeseen changes in regulation, laws or litigation, and other unforeseen events or circumstances impacting our financial performance and (ii) speak only as of Feb. 9, 2022. See "Forward Looking Statements" at the beginning of this presentation.

(3) Outlook measures include accounting impacts of assets and liabilities held for sale and assume the pending sales of Lumen's LATAM business and 20-state ILEC footprint are completed mid-year 2022.

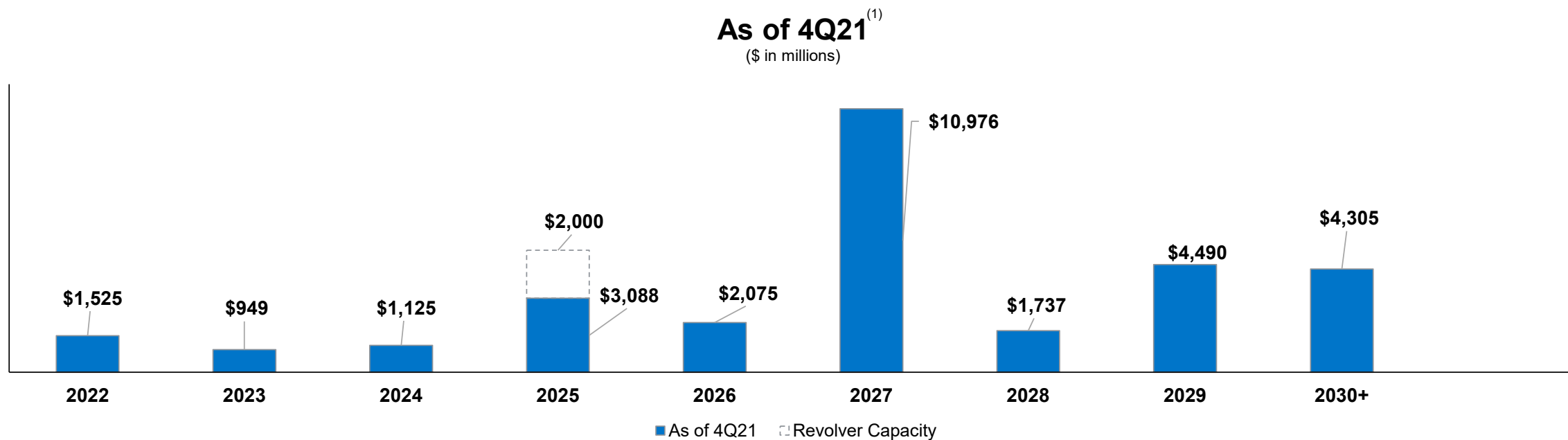
(4) Assumes no discretionary pension plan contributions during 2022.

(5) Based on common stock outstanding as of Dec. 31, 2021 as well as expected accrued dividends. We expect cash dividends of approximately \$1.040 billion.

# Appendix

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# Debt Maturity Profile



(1) Excludes finance leases