



## Biographical Data

# Karen A. Puckett

## Chief Operating Officer

Joined CenturyLink\*  
2000

### Positions Held

- Executive Vice President and Chief Operating Officer – 2000
- President and Chief Operating Officer – 2002
- CenturyLink Chief Operating Officer – 2009

### Education

- Bachelor's Degree – Indiana State University/Terre Haute, Indiana
- Master's Degree/Business Administration – Bellarmine College/Louisville, Kentucky

With 27 years of telecommunications experience, Karen Puckett is an industry veteran.

As Chief Operating Officer, Puckett directs all of the company's centralized and field operations, customer care, marketing, enterprise sales and sales support functions.

Upon arrival at CenturyTel, Puckett joined in the integration of nearly 500,000 access lines acquired from GTE in Arkansas, Missouri and Wisconsin. She also led the 2001 company-wide realignment to a General Manager structure, thus pushing decision making closer to the customer and making CenturyTel more responsive to the marketplace.

Puckett was instrumental in the effective divestiture of CenturyTel's wireless business, enabling the company's execution of a pure play rural wireline strategy. She also led the 2002 effort to integrate CenturyTel's acquisition of nearly 700,000 access lines from Verizon in Alabama and Missouri.

And in 2009, Puckett helped lead the combination of CenturyTel and EMBARQ into an industry-leading communications provider. The acquisition of nearly six million access lines positions the combined company as the largest Independent Telecommunications Provider and fourth largest telecommunications provider in the United States – based on access lines – serving 33 states with nearly 7.5 million access lines, 2.1 million broadband customers and a nearly 17,000-mile core fiber network.

Puckett is a Board Member of Harte-Hanks, Inc. (NYSE:HHS).

\* In 2009 CenturyTel and EMBARQ became CenturyLink.



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