

**Lumen Technologies, Inc. reports first quarter 2021 results**

**First Quarter 2021 Highlights**

- Reported Net Income of \$475 million for the first quarter 2021, compared to reported Net Income of \$314 million for the first quarter 2020
- Diluted EPS of \$0.44 for the first quarter 2021, compared to \$0.29 per share for the first quarter 2020. Excluding Special Items, Diluted EPS of \$0.44 per share for the first quarter 2021, compared to \$0.35 per share for the first quarter 2020
- Generated Adjusted EBITDA of \$2.165 billion for the first quarter 2021, compared to \$2.209 billion for the first quarter 2020, excluding Special Items of \$8 million and zero, respectively
- Reported Net Cash Provided by Operating Activities of \$1.525 billion for the first quarter 2021
- Generated Free Cash Flow of \$850 million for the first quarter 2021, compared to \$385 million for the first quarter 2020, excluding cash paid for Special Items of \$41 million and \$60 million, respectively
- Reiterated Full Year 2021 Financial Outlook Measures

**DENVER, May 5, 2021** — Lumen Technologies, Inc. (NYSE: LUMN) reported results for the first quarter ended Mar. 31, 2021.

“We generated solid Adjusted EBITDA and Free Cash Flow in the first quarter, and we remain on track to achieving our financial targets for the year,” said Jeff Storey, president and CEO of Lumen. “As we continually invest in our platform capabilities and forge valuable strategic partnerships, we remain uniquely positioned to meet our enterprise customers’ evolving needs.”

Total revenue was \$5.029 billion for the first quarter 2021, compared to \$5.228 billion for the first quarter 2020.

## Financial Results

Metric	First Quarter 2021	First Quarter 2020
(\$ in millions, except per share data)		
International and Global Accounts	\$ 1,013	1,041
Large Enterprise	937	966
Mid-Market Enterprise	716	761
Wholesale	929	969
Business Segment Revenue	3,595	3,737
Mass Markets Segment Revenue	1,434	1,491
Total Revenue	\$ 5,029	5,228
Cost of Services and Products	2,136	2,235
Selling, General and Administrative Expenses	756	853
Share-based Compensation Expenses	20	69
Adjusted EBITDA <sup>(1)</sup>	2,157	2,209
Adjusted EBITDA, Excluding Special Items <sup>(1)(2)</sup>	2,165	2,209
Adjusted EBITDA Margin <sup>(1)</sup>	42.9 %	42.3 %
Adjusted EBITDA Margin, Excluding Special Items <sup>(1)(2)</sup>	43.1 %	42.3 %
Net Cash Provided by Operating Activities	1,525	1,299
Capital Expenditures	716	974
Unlevered Cash Flow <sup>(1)</sup>	1,196	706
Unlevered Cash Flow, Excluding Cash Special Items <sup>(1)(3)</sup>	1,237	766
Free Cash Flow <sup>(1)</sup>	809	325
Free Cash Flow, Excluding Cash Special Items <sup>(1)(3)</sup>	850	385
Net Income	475	314
Net Income, Excluding Special Items <sup>(1)(4)</sup>	475	374
Net Income per Common Share - Diluted	0.44	0.29
Net Income per Common Share - Diluted, Excluding Special Items <sup>(1)(4)</sup>	0.44	0.35
Weighted Average Shares Outstanding (in millions) - Diluted	1,091.6	1,081.8

<sup>(1)</sup> See the attached schedules for definitions of non-GAAP metrics, reconciliations to GAAP figures and further explanations of the adjustments referred to in notes 2, 3 and 4.

<sup>(2)</sup> Excludes Special Items in the amounts of (i) \$8 million for the first quarter of 2021, (ii) zero for the first quarter of 2020.

<sup>(3)</sup> Excludes cash paid for Special Items of (i) \$41 million for the first quarter of 2021, (ii) \$60 million for the first quarter of 2020.

<sup>(4)</sup> Excludes Special Items in the amounts of (i) zero for the first quarter of 2021, (ii) \$60 million for the first quarter of 2020.

Revenue	First Quarter	Fourth Quarter	QoQ Percent	First Quarter	YoY Percent
<i>(\$ in millions)</i>	2021	2020	Change	2020	Change
<b>By Business Sales Channel</b>					
International and Global Accounts	\$ 1,013	1,033	(2)%	1,041	(3)%
Large Enterprise	937	986	(5)%	966	(3)%
Mid-Market Enterprise	716	716	—%	761	(6)%
Wholesale	929	930	—%	969	(4)%
Business Segment Revenue	3,595	3,665	(2)%	3,737	(4)%
Mass Markets Segment Revenue	1,434	1,460	(2)%	1,491	(4)%
Total Revenue	<u>\$ 5,029</u>	<u>5,125</u>	(2)%	<u>5,228</u>	(4)%

### **Cash Flow**

Free Cash Flow, excluding Special Items, was \$850 million in the first quarter 2021, compared to \$385 million in the first quarter 2020.

As of March 31, 2021, Lumen had cash and cash equivalents of \$486 million.

## **2021 Outlook**

The company reiterated its full-year 2021 financial outlook detailed below.

<b>2021 Metric <sup>(1)(2)</sup></b>	<b>2021 Outlook</b>
Adjusted EBITDA (excluding Special Items)	\$8.4 to \$8.6 billion
Free Cash Flow (excluding Special Items) <sup>(3)</sup>	\$2.8 to \$3.0 billion
Net Cash Interest	\$1.525 to \$1.575 billion
GAAP Interest Expense	\$1.550 billion
Dividends <sup>(4)</sup>	\$1.1 billion
Capital Expenditures	\$3.5 to \$3.8 billion
Depreciation and Amortization	\$4.2 to \$4.4 billion
Share-based Compensation Expenses	~\$200 million
Cash Income Taxes	\$100 million
Full Year Effective Income Tax Rate	27%

<sup>(1)</sup> For definitions of non-GAAP metrics and reconciliations to GAAP figures, see the attached schedules and Lumen's Investor Relations website.

<sup>(2)</sup> Outlook measures in this chart 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 May 5, 2021. See "Forward-Looking Statements."

<sup>(3)</sup> Free Cash Flow outlook does not include any potential discretionary pension fund contribution.

<sup>(4)</sup> Dividends is defined as dividends paid as disclosed in the Consolidated Statements of Cash Flows. Assumes payment of dividends at the rate of \$1.00 per share per year, based on the number of shares outstanding on Mar. 31, 2021. Payments of all dividends are at the discretion of the Board of Directors.

## **Investor Call**

Lumen's management will host a conference call at 5 p.m. ET today, May 5, 2021. The conference call will be streamed live over Lumen's website at [ir.lumen.com](http://ir.lumen.com). Additional information regarding first quarter 2021 results, including the presentation materials management will review during the conference call, will be available on the Investor Relations website prior to the call. If you are unable to join the call via the web, the call can be accessed live at +1 877-283-5145 (U.S. Domestic) or +1 312-281-1201 (International).

A telephone replay of the call will be available beginning at 7 p.m. ET on May 5, 2021, and ending Aug. 3, 2021, at 6 p.m. ET. The replay can be accessed by dialing +1 800-633-8284 (U.S. Domestic) or +1 402-977-9140 (International), reservation code 21993540. A webcast replay of the call will also be available on our website beginning at 7 p.m. ET on May 5, 2021, and ending Aug. 3, 2021, at 6 p.m. ET.

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## **About Lumen**

[Lumen Technologies Inc.](http://lumentech.com) (NYSE: LUMN) is guided by our belief that humanity is at its best when technology advances the way we live and work. With approximately 450,000 route fiber miles and serving customers in more than 60 countries, we deliver the fastest, most secure platform for applications and data to help businesses, government and communities deliver amazing experiences.

Learn more about the Lumen network, edge cloud, security, communication and collaboration solutions and our purpose to further human progress through technology at [news.lumen.com](http://news.lumen.com), LinkedIn: [/lumentech](https://www.linkedin.com/company/lumentech), Twitter: [@lumentechco](https://twitter.com/lumentechco), Facebook: [/lumentech](https://www.facebook.com/lumentech), Instagram: [@lumentech](https://www.instagram.com/lumentech) and YouTube: [/lumentech](https://www.youtube.com/lumentech). Lumen and Lumen Technologies are registered trademarks of Lumen Technologies LLC in the United States. Lumen Technologies LLC is a wholly-owned affiliate of Lumen Technologies, Inc.

## **Forward-Looking Statements**

Except for historical and factual information, the matters set forth in this release 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: uncertainties regarding the extent to which COVID-19 health and economic disruptions will continue to impact our business, operations, cash flows and corporate initiatives; 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 attain our key operating imperatives, including simplifying and consolidating our network, simplifying and automating our service support systems, strengthening our relationships with customers and attaining projected cost savings; our ability to safeguard our network, and to avoid the adverse impact of possible 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, 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 the 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 operating plans and corporate strategies, including our delevering strategy; changes in our operating plans, corporate strategies, dividend payment plans or other capital allocation plans, whether based upon COVID-19 disruptions, 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 engage in; 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; 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 pending proposals of the Biden Administration to increase infrastructure spending and federal income tax rates; the effects of changes in accounting policies, practices or assumptions, including changes that could potentially require additional future impairment charges; 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 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.



## **Reconciliation to GAAP**

This release includes certain historical and forward-looking non-GAAP financial measures, including but not limited to Adjusted EBITDA, Free Cash Flow, Unlevered Cash Flow, and adjustments to GAAP and 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 attached financial schedules. Reconciliation of additional non-GAAP historical financial measures that may be discussed during the call described above, along with further descriptions of non-GAAP financial measures, will be available in the Investor Relations portion of the company's website at [ir.lumen.com](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.



**Lumen Technologies, Inc.**  
CONSOLIDATED STATEMENTS OF OPERATIONS  
THREE MONTHS ENDED MARCH 31, 2021 AND 2020  
(UNAUDITED)

(\$ in millions, except per share amounts; shares in thousands)

	Three months ended March 31,		Increase / (decrease)
	2021	2020	
OPERATING REVENUE	\$ 5,029	5,228	(4)%
OPERATING EXPENSES			
Cost of services and products	2,136	2,235	(4)%
Selling, general and administrative	756	853	(11)%
Depreciation and amortization	1,150	1,160	(1)%
Total operating expenses	4,042	4,248	(5)%
OPERATING INCOME	987	980	1 %
OTHER (EXPENSE) INCOME			
Interest expense	(389)	(449)	(13)%
Other income (expense), net	34	(98)	(135)%
Income tax expense	(157)	(119)	32 %
NET INCOME	\$ 475	314	51 %
BASIC EARNINGS PER SHARE	\$ 0.44	0.29	52 %
DILUTED EARNINGS PER SHARE	\$ 0.44	0.29	52 %
WEIGHTED AVERAGE SHARES OUTSTANDING			
Basic	1,082,474	1,075,459	1 %
Diluted	1,091,586	1,081,754	1 %
DIVIDENDS PER COMMON SHARE	\$ 0.25	0.25	— %
Exclude: Special Items <sup>(1)</sup>	\$ —	60	(100)%
NET INCOME EXCLUDING SPECIAL ITEMS	\$ 475	374	27 %
DILUTED EARNINGS PER SHARE EXCLUDING SPECIAL ITEMS	\$ 0.44	0.35	26 %

<sup>(1)</sup> Excludes the Special Items described in the accompanying Non-GAAP Special Items table, net of the income tax effect thereof.

nm - Percentages greater than 200% and comparisons between positive and negative values are considered not meaningful.

**Lumen Technologies, Inc.**  
CONSOLIDATED BALANCE SHEETS  
AS OF MARCH 31, 2021 AND DECEMBER 31, 2020  
(UNAUDITED)  
(\$ in millions)

	March 31, 2021	December 31, 2020
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$ 486	406
Accounts receivable, less allowance of \$162 and \$191	1,883	1,962
Other	924	808
Total current assets	3,293	3,176
Property, plant and equipment, net of accumulated depreciation of \$32,214 and \$31.596	26,091	26,338
<b>GOODWILL AND OTHER ASSETS</b>		
Goodwill	18,854	18,870
Other intangible assets, net	7,884	8,219
Other, net	2,706	2,791
Total goodwill and other assets	29,444	29,880
<b>TOTAL ASSETS</b>	<b>\$ 58,828</b>	<b>59,394</b>
<b>LIABILITIES AND STOCKHOLDERS' EQUITY</b>		
<b>CURRENT LIABILITIES</b>		
Current maturities of long-term debt	\$ 3,841	2,427
Accounts payable	1,017	1,134
Accrued expenses and other liabilities		
Salaries and benefits	846	1,008
Income and other taxes	346	314
Current operating lease liabilities	387	379
Interest	285	291
Other	307	328
Current portion of deferred revenue	758	753
Total current liabilities	7,787	6,634
<b>LONG-TERM DEBT</b>	<b>27,599</b>	<b>29,410</b>
<b>DEFERRED CREDITS AND OTHER LIABILITIES</b>		
Deferred income taxes, net	3,471	3,342
Benefit plan obligations, net	4,435	4,556
Other	4,233	4,290
Total deferred credits and other liabilities	12,139	12,188
<b>STOCKHOLDERS' EQUITY</b>		
Common stock	1,106	1,097
Additional paid-in capital	20,598	20,909
Accumulated other comprehensive loss	(2,845)	(2,813)
Accumulated deficit	(7,556)	(8,031)
Total stockholders' equity	11,303	11,162
<b>TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY</b>	<b>\$ 58,828</b>	<b>59,394</b>

**Lumen Technologies, Inc.**  
CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS  
THREE MONTHS ENDED MARCH 31, 2021 AND 2020  
(UNAUDITED)  
(\$ in millions)

	Three months ended	
	March 31, 2021	March 31, 2020
<b>OPERATING ACTIVITIES</b>		
Net Income	\$ 475	314
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	1,150	1,160
Deferred income taxes	131	105
Provision for uncollectible accounts	27	35
Net (gain) loss on early retirement and modification of debt	(8)	79
Share-based compensation	20	69
Changes in current assets and liabilities, net	(289)	(437)
Retirement benefits	(71)	(25)
Changes in other noncurrent assets and liabilities, net	66	(14)
Other, net	24	13
Net cash provided by operating activities	1,525	1,299
<b>INVESTING ACTIVITIES</b>		
Capital expenditures	(716)	(974)
Proceeds from sale of property, plant and equipment and other assets	35	35
Other, net	6	—
Net cash used in investing activities	(675)	(939)
<b>FINANCING ACTIVITIES</b>		
Net proceeds from issuance of long-term debt	891	1,237
Payments of long-term debt	(1,176)	(2,488)
Net (payments of) proceeds from revolving line of credit	(150)	1,125
Dividends paid	(294)	(291)
Other, net	(45)	(69)
Net cash used in financing activities	(774)	(486)
Net increase (decrease) in cash, cash equivalents and restricted cash	76	(126)
Cash, cash equivalents and restricted cash at beginning of period	427	1,717
Cash, cash equivalents and restricted cash at end of period	\$ 503	1,591
Cash, cash equivalents and restricted cash:		
Cash and cash equivalents	\$ 486	1,564
Restricted cash	17	27
Total	\$ 503	1,591

## Lumen Technologies, Inc.

### OPERATING METRICS

(UNAUDITED)

(In thousands)

	<u>March 31, 2021</u>	<u>December 31, 2020</u>	<u>March 31, 2020</u>
<b>Operating Metrics</b>			
Mass Markets broadband subscribers	4,728	4,767	4,902

Mass Markets broadband subscribers are customers that purchase broadband connection service through their existing telephone lines, stand-alone telephone lines, or fiber-optic cables. Our methodology for counting our Mass Markets broadband subscribers includes only those lines that we use to provide services to external customers and excludes lines used solely by us and our affiliates. It also excludes unbundled loops and includes stand-alone mass markets broadband subscribers. We count lines when we install the service.

## Description of Non-GAAP Metrics

Pursuant to Regulation G, the company is hereby providing definitions of non-GAAP financial metrics and reconciliations to the most directly comparable GAAP measures.

The following describes and reconciles those financial measures as reported under accounting principles generally accepted in the United States (GAAP) with those financial measures as adjusted by the items detailed below and presented in the accompanying news release. These calculations are not prepared in accordance with GAAP and should not be viewed as alternatives to GAAP. In keeping with its historical financial reporting practices, the company believes that the supplemental presentation of these calculations provides meaningful non-GAAP financial measures to help investors understand and compare business trends among different reporting periods on a consistent basis.

We use the term *Special Items* as a non-GAAP measure to describe items that impacted a period's statement of operations for which investors may want to give special consideration due to their magnitude, nature or both. We do not call these items *non-recurring* because, while some are infrequent, others may recur in future periods.

**Adjusted EBITDA (\$)** is defined as net income (loss) from the Statements of Operations before income tax (expense) benefit, total other income (expense), depreciation and amortization, share-based compensation expense and impairments.

**Adjusted EBITDA Margin (%)** is defined as Adjusted EBITDA divided by total revenue.

Management believes that Adjusted EBITDA and Adjusted EBITDA Margin are relevant and useful metrics to provide to investors, as they are an important part of Lumen's internal reporting and are key measures used by Management to evaluate profitability and operating performance of Lumen and to make resource allocation decisions. Management believes such measures are especially important in a capital-intensive industry such as telecommunications. Management also uses Adjusted EBITDA and Adjusted EBITDA Margin (and similarly uses these terms excluding Special Items) to compare Lumen's performance to that of its competitors and to eliminate certain non-cash and non-operating items in order to consistently measure from period to period its ability to fund capital expenditures, fund growth, service debt and determine bonuses. Adjusted EBITDA excludes non-cash stock compensation expense and impairments because of the non-cash nature of these items. Adjusted EBITDA also excludes interest income, interest expense and income taxes, and in our view constitutes an accrual-based measure that has the effect of excluding period-to-period changes in working capital and shows profitability without regard to the effects of capital or tax structure. Adjusted EBITDA also excludes depreciation and amortization expense because these non-cash expenses primarily reflect the impact of historical capital investments, as opposed to the cash impacts of capital expenditures made in recent periods, which may be evaluated through cash flow measures. Adjusted EBITDA excludes the gain (or loss) on extinguishment and modification of debt and other, net, because these items are not related to the primary operations of Lumen.

There are material limitations to using Adjusted EBITDA as a financial measure, including the difficulty associated with comparing companies that use similar performance measures whose calculations may differ from Lumen's calculations. Additionally, this financial measure does not include certain significant items such as interest income, interest expense, income taxes, depreciation and amortization, non-cash

stock compensation expense, the gain (or loss) on extinguishment and modification of debt and net other income (expense). Adjusted EBITDA and Adjusted EBITDA Margin (either with or without Special Items) should not be considered a substitute for other measures of financial performance reported in accordance with GAAP.

**Unlevered Cash Flow** is defined as net cash provided by (used in) operating activities less capital expenditures, plus cash interest paid and less interest income, all as disclosed in the Statements of Cash Flows or the Statements of Operations. Management believes that Unlevered Cash Flow is a relevant metric to provide to investors, because it reflects the operational performance of Lumen and, measured over time, provides management and investors with a sense of the underlying business' growth pattern and ability to generate cash. Unlevered Cash Flow excludes cash used for acquisitions and debt service and the impact of exchange rate changes on cash and cash equivalents balances.

There are material limitations to using Unlevered Cash Flow to measure Lumen's cash performance as it excludes certain material items such as payments on and repurchases of long-term debt, interest income, cash interest expense and cash used to fund acquisitions. Comparisons of Lumen's Unlevered Cash Flow to that of some of its competitors may be of limited usefulness since Lumen does not currently pay a significant amount of income taxes due to net operating loss carryforwards, and therefore, currently generates higher cash flow than a comparable business that does pay income taxes. Additionally, this financial measure is subject to variability quarter over quarter as a result of the timing of payments related to accounts receivable, accounts payable, payroll and capital expenditures. Unlevered Cash Flow should not be used as a substitute for net change in cash, cash equivalents and restricted cash in the Consolidated Statements of Cash Flows.

**Free Cash Flow** is defined as net cash provided by (used in) operating activities less capital expenditures as disclosed in the Statements of Cash Flows. Management believes that Free Cash Flow is a relevant metric to provide to investors, as it is an indicator of Lumen's ability to generate cash to service its debt. Free Cash Flow excludes cash used for acquisitions, principal repayments and the impact of exchange rate changes on cash and cash equivalents balances.

There are material limitations to using Free Cash Flow to measure Lumen's performance as it excludes certain material items such as principal payments on and repurchases of long-term debt and cash used to fund acquisitions. Comparisons of Lumen's Free Cash Flow to that of some of its competitors may be of limited usefulness since Lumen does not currently pay a significant amount of income taxes due to net operating loss carryforwards, and therefore, generates higher cash flow than a comparable business that does pay income taxes. Additionally, this financial measure is subject to variability quarter over quarter as a result of the timing of payments related to interest expense, accounts receivable, accounts payable, payroll and capital expenditures. Free Cash Flow should not be used as a substitute for net change in cash, cash equivalents and restricted cash on the Consolidated Statements of Cash Flows.

**Lumen Technologies, Inc.**  
Non-GAAP Special Items  
(UNAUDITED)  
(\$ in millions)

	Actual QTD	
	1Q21	1Q20
<b>Special Items Impacting Adjusted EBITDA</b>		
Consumer and other litigation	\$ 8	—
Severance	—	—
<b>Total Special Items impacting Adjusted EBITDA</b>	<b>\$ 8</b>	<b>—</b>
	Actual QTD	
	1Q21	1Q20
<b>Special Items Impacting Net Income</b>		
Consumer and other litigation	\$ 8	—
(Gain) loss on early debt retirement <sup>(1)</sup>	(8)	79
Severance	—	—
<b>Total Special Items impacting Net Income</b>	<b>—</b>	<b>79</b>
Income tax effect of Special Items <sup>(2)</sup>	—	(19)
<b>Total Special Items impacting Net Income, net of tax</b>	<b>\$ —</b>	<b>60</b>

<sup>(1)</sup> Gain as a result of \$1.1 billion in early debt retirement in Q1 2021. Loss as a result of \$2.4 billion in net early debt retirement, debt modification, and debt extinguishment in Q1 2020.

<sup>(2)</sup> Tax effect calculated using the annualized effective statutory tax rate, excluding any non-recurring discrete items, which was 24.5% and 24.4% for the three months ended March 31, 2021 and 2020, respectively.

**Lumen Technologies, Inc.**  
Non-GAAP Cash Flow Reconciliation  
(UNAUDITED)  
(\$ in millions)

	<b>Actual QTD</b>	
	<b>1Q21</b>	<b>1Q20</b>
Net cash provided by operating activities	\$1,525	1,299
Capital expenditures	(716)	(974)
<b>Free Cash Flow</b>	<b>809</b>	<b>325</b>
Cash interest paid	387	383
Interest income	—	(2)
<b>Unlevered Cash Flow</b>	<b>\$1,196</b>	<b>\$ 706</b>
<b>Free Cash Flow</b>	<b>\$ 809</b>	<b>\$ 325</b>
Add back: Severance	22	34
Add back: Other Special Items <sup>(1)</sup>	19	26
<b>Free Cash Flow excluding cash Special Items</b>	<b>\$ 850</b>	<b>\$ 385</b>
<b>Unlevered Cash Flow</b>	<b>\$1,196</b>	<b>\$ 706</b>
Add back: Severance	22	34
Add back: Other Special Items <sup>(1)</sup>	19	26
<b>Unlevered Cash Flow excluding cash Special Items</b>	<b>\$1,237</b>	<b>\$ 766</b>

<sup>(1)</sup> Refer to *Non-GAAP Special Items* table for details of the Special Items impacting cash included above.



**Lumen Technologies, Inc.**  
Adjusted EBITDA Non-GAAP Reconciliation  
(UNAUDITED)  
(\$ in millions)

	Actual QTD	
	1Q21	1Q20
<b>Net income</b>	<b>\$ 475</b>	<b>314</b>
Income tax expense	157	119
Total other expense, net	355	547
Depreciation and amortization expense	1,150	1,160
Share-based compensation expense	20	69
<b>Adjusted EBITDA</b>	<b>\$ 2,157</b>	<b>2,209</b>
Add back: Severance	\$ —	—
Add back: Other Special Items <sup>(1)</sup>	8	—
<b>Adjusted EBITDA excluding Special Items</b>	<b>\$ 2,165</b>	<b>2,209</b>
<b>Total revenue</b>	<b>\$ 5,029</b>	<b>5,228</b>
<b>Adjusted EBITDA margin</b>	<b>42.9 %</b>	<b>42.3 %</b>
<b>Adjusted EBITDA margin excluding Special Items</b>	<b>43.1 %</b>	<b>42.3 %</b>

<sup>(1)</sup> Refer to *Non-GAAP Special Items* table for details of the Special Items included above.

## Outlook

To enhance the information in our outlook with respect to non-GAAP metrics, we are providing a range for certain GAAP measures that are components of the reconciliation of the non-GAAP metrics. The provision of these ranges is in no way meant to indicate that Lumen is explicitly or implicitly providing an outlook on those GAAP components of the reconciliation. In order to reconcile the non-GAAP financial metric to GAAP, Lumen has to use ranges for the GAAP components that arithmetically add up to the non-GAAP financial metric. While Lumen believes that it has used reasonable assumptions in connection with developing the outlook for its non-GAAP financial metrics, it fully expects that the ranges used for the GAAP components will vary from actual results. We will consider our outlook of non-GAAP financial metrics to be accurate if the specific non-GAAP metric is met or exceeded, even if the GAAP components of the reconciliation are different from those provided in an earlier reconciliation.

### Lumen Technologies, Inc.

2021 OUTLOOK <sup>(1)</sup> <sup>(2)</sup>

(UNAUDITED)

(\$ in millions)

#### Adjusted EBITDA Outlook

Twelve Months Ended Dec. 31, 2021

	Range	
	Low	High
<b>Net income</b>	<b>\$ 1,625</b>	<b>1,975</b>
Income tax expense	500	800
Total other expense	1,650	1,450
Depreciation and amortization expense	4,400	4,200
Share-based compensation expenses	225	175
<b>Adjusted EBITDA</b>	<b>\$ 8,400</b>	<b>\$ 8,600</b>

#### Free Cash Flow Outlook

Twelve Months Ended Dec. 31, 2021

	Range	
	Low	High
<b>Net cash provided by operating activities</b>	<b>\$ 6,600</b>	<b>6,500</b>
Capital expenditures	(3,800)	(3,500)
<b>Free cash flow</b>	<b>\$ 2,800</b>	<b>3,000</b>

<sup>(1)</sup> For definitions of non-GAAP metrics and reconciliation to GAAP figures, see the above schedules and Lumen's Investor Relations website.

<sup>(2)</sup> Outlook measures in this chart (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 May 5, 2021. See "Forward-Looking Statements."