



Alcatel-Lucent

CenturyLink Service Support Guide

CenturyLink Business
Feb 11th, 2014

*We appreciate the opportunity to
provide Alcatel-Lucent with Excellent
Service and Premier Support.*

Alcatel-Lucent CenturyLink Account Team

Premier Account Manager

Tim Gimbel

(215) 253-4730

The Premier Account Manager is responsible for identifying and presenting business solutions for Alcatel-Lucent. The Premier Account Manager is your primary resource for:

- Keeping Alcatel-Lucent updated on CenturyLink's services and solutions.
- Responding to pricing requests and RFP's.
- Managing contracts and amendments.
- Budgetary forecasting, cost evaluations, and competitive consultation.

Account Consultant

Jennifer Toal

(212) 282-1072

The Account Consultant is responsible for service support for CenturyLink's network and hardware services. The Account Consultant is your primary resource for:

- Coordination of order and installation activity.
- Order processing and implementation escalations.
- Billing inquiries and accounts receivable monitoring.
- Product and service inventories and inquiries.
- Service reviews and evaluative studies.

Sales Engineer

Christopher Pitcherello

(732) 767-2473

The Sales Engineer works with the Premier Account Manager to fulfill the technical requirements of proposed business solutions for Alcatel-Lucent. The Sales Engineer also:

- Provides designs, technical guidance and alternatives for network and hardware.
- Provides consultation on voice & data networks, and emerging technology applications.
- Assists in strategic planning, disaster recovery planning and solution implementation.
- Participates in price quoting for network and CPE products.

Service Manager

Richard Vecci

(212) 282-1063

The Service Manager provides you with a single point of contact for escalating and tracking any major service outage. The Service Manager responsibilities include:

- Providing reports with statistics on the maintenance of CenturyLink designed services.
- Single point of contact for coordinating repair and maintenance escalation.
- Establishing & maintaining mutually acceptable SLA commitments provided to Alcatel-Lucent.

Service Management Escalations

First Level	Second Level	Third Level	Fourth Level
Richard Vecci Service Manger	Jack Webb Manager	Leah Thornton Director	Richard Twilley VP Sales
(o) 212-282-1063 (m) 914-420-3840	(o) 212-692-4901 (m) 203-635-6340	(o) 770-777-5507 (m) 404-433-2471	(o) 704-837-1033

Trouble Reporting Procedures

One of the following procedures should be used to report any service problems on any network service that **Alcatel-Lucent** obtains from CenturyLink.

1. **Open Ticket Via Control Center Portal At:** <http://www.centurylink.com/business/appmanager/centurylink/controlcenter>
2. **Contact the CenturyLink Service Center Via Phone to Report Trouble**

OC3 & Higher / Optical Wave Services	(888) 345-4762 Prompts 2
Ethernet Private Lines	(888) 345-4762 Prompts 2
IQ MPLS Networking Services	(877) 886-7515 Prompts 2

Be prepared to provide or validate the following information:

- CenturyLink Service ID
- Circuit ID (if applicable)
- Toll Free Number or Telephone Number (if applicable)
- Business Name
- Service Address
- Site Contact Name and Number
- Site Access Hours
- Technical Contact Name and Number
- Additional Email Addresses (optional)
- Time of event
- Provide as much detail concerning the current issue (receiving fast busy signals, loss of signal, packet loss, etc.)
- If related to voice traffic, call examples will be required unless the physical layer is known to be the issue

Once a ticket has been created, CenturyLink will provide **Alcatel-Lucent** with a ticket number for reference.

If a dispatch is required, CenturyLink will provide an estimated time of arrival of the CTL or LEC technician.

Control Center

What is Control Center?

- CenturyLink's web portal available 24x7x365
- Secured site with permissions assignable to each user
- Customizable experience for each user
- Network Map available for iQ and Interaction Routing
- Dynamic Message Center
- Easy to use—quickly find the information you need

Network Management Capabilities

- CenturyLink iQ Networking®
- Dedicated Hosting
- Managed Network and Security Services
- ATM and Frame Relay
- iQ SIP Trunk
- Managed VPN Gateway
- Ethernet Private Line
- Toll Free

eBilling

- Centralized billing information across your CenturyLink service offerings
- View current and historical invoices
- Pay bills online—all accounts in one transaction
- Generate summary reports
- Set invoice and payment preferences
- New Bill Analyzer tool offers advanced reporting functionality

Repair Manager:

- Create and track status of trouble tickets on most services

Administration

- Add, modify, and remove users within your enterprise
- Setup proactive notifications

How to learn more

Attend a live webinar or view a recording at:

<https://CenturyLinkconferencing.CenturyLink.com/confmgr/>

Questions? Contact our Control Center Help Desk at: 877-726-6875

Change Management Maintenance Activity

Normal Maintenance refers to upgrades of hardware or software or upgrades to increase capacity. Normal maintenance may temporarily degrade the quality of service, including possible outages.

Standard Network Maintenance Window

- 12:00AM-6:00 AM Local Time

Notifications

- Customers will be notified at least 10 days in advance. (On Demand or Emergency Maintenance may have a shorter lead time)
- Amount of time customer will be affected will be listed in Notification
- Notification will be sent on a circuit level
- Notification will be sent to contacts listed in our Change Management Database
- Email Change Management at the link below to create and update contacts changeman@centurylink.com

Proactive Notification

Many of our products will auto-generate tickets according to rule thresholds that are set dependent on product type. Auto-generated tickets can be viewed via

Rule Thresholds

Service	Link Changes	Down Hard Time
ATM Business and Non-Business Hours	5 in 120 minutes	5 minutes
Frame Relay Business Hours	6 in 60 minutes	20 minutes
Frame Relay Non-Business Hours	6 in 60 minutes	60 minutes
IP Business Hours	5 in 20 minutes	17 minutes
IP Non-Business Hours	5 in 20 minutes	54 minutes
NVPN Business Hours	5 in 20 minutes	17 minutes
NVPN Non-Business Hours	11 in 60 minutes	54 minutes

Business hours are Monday - Friday, 6am- 6pm local time for the CenturyLink network edge device

Service Management Ticket Resolution

Network Operations Escalation Contacts

First Level	Second Level	Third Level	Fourth Level	Fifth Level
Lead Technician	NOC Supervisor	NOC Manager	NOC Director	NOC VP

Critical or Urgent Issues

- Critical or Urgent Issues are defined as Priority 1 and Priority 2 Business Impacting Service Outages
- Tickets are monitored throughout the day, however if there is an Urgent or Critical issue please **notify** the supporting Service Manager via mobile 24x7.
- An Urgent or Critical issue is screened through internal CTL applications and historical ticket information is reviewed.
- If the Urgent or Critical issue is determined to be a multi-site impact due to a single CTL network element, the issue will be escalated to CTL's on-duty shift supervisor.
- If it is determined to be LEC related, a ticket will be opened with the LEC and will be escalated each hour at the appropriate NOC management level.
- If the issue is related to a CTL network element (non-multisite) or is a CTL network related, the issue will be escalated at the appropriate level. Outages will be escalated each hour.
- Updates for all Critical or Urgent Issues will be sent hourly by your Service Manager throughout resolution.

Request for LEC Statistics

- Ticket requests for LEC Stats are worked as a Priority 3 (Low) Service Affecting Intermittent Impairment. Priority 3 is defined as an issue that has a **minimal** impact to the customer that results in degraded performance but doesn't inhibit customer usage of the service. Due to the intermittent nature of the problem and/or its resolution steps, the resolution period may be lengthy.
- The LEC will work requests for stats as time permits. All service impacting requests take precedence over performance monitoring statistics requests.

Request for After Hour Testing

- Ticket requests for after hour testing will be set to pending until test window becomes available.
- Results will be posted and delivered via external remarks by CTL technicians.
- If authorization has been provided and degradation or a failure has been determined to be within the LEC network, a ticket will be opened with the LEC and pursued.

Exceptions – Updates for major outages (fiber outages, cable cuts, local power failures) will be provided as information is available.

Customer Escalations - If there is an Urgent or Critical issue please notify the supporting Service Manager via mobile 24x7.

Priority Levels

Priority	Trouble Ticket Priority Level	Time To Repair Target	Status Escalation
1	Business High	4 hours	1 hour intervals
2	Business Medium	8 hours	2 hour intervals
3	Business Low	12 hours	4 hour interval

Priority 1 (High) Service Outage:

An outage that involves network, or customer premise equipment (when applicable), and/or systems failure, that results in customer's inability to use the facility.

Priority 2 (Medium) Service-Affecting Impairment:

An issue that involves network, network or customer premise equipment, (when applicable) and/or systems problem, that results in degraded performance, but doesn't technically inhibit customer usage of the service.

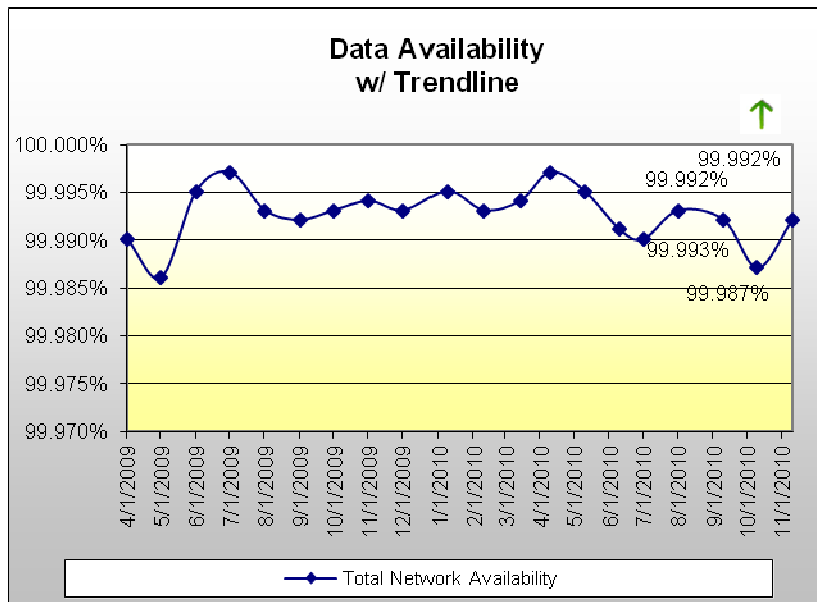
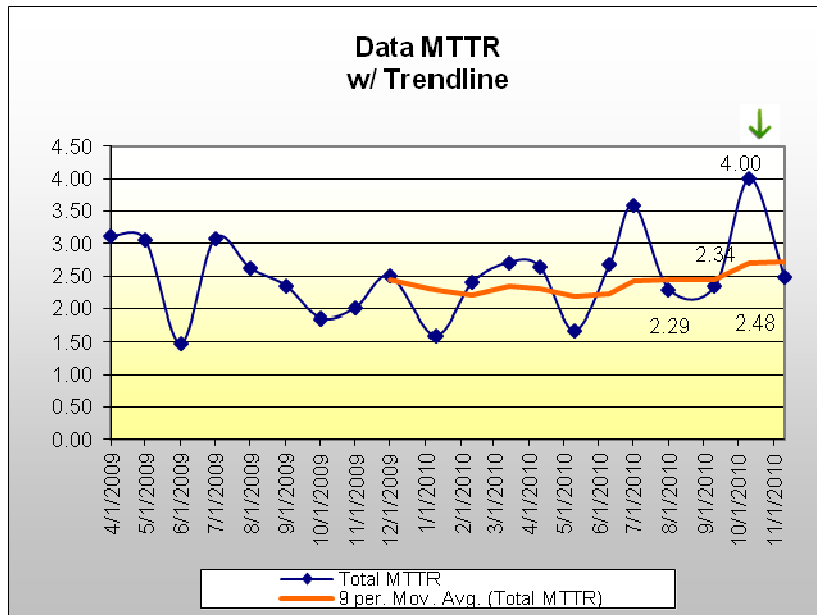
Priority 3 (Low) Service Affecting Intermittent Impairment:

An issue that has a *minimal* impact to the customer that results in degraded performance, but doesn't inhibit customer usage of the service. Due to the intermittent nature of the problem and/or its resolution steps, the resolution period may be lengthy.

Priority Level 4 (Non CenturyLink Related) IP Services Only:

Customer initiated or customer generated issue where CenturyLink IP technician assistance is requested, and/or a monitoring or informational ticket is opened.

CBR Trouble Report Trending Examples (cont.) (*Optional)





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Business