

LEVEL 3[®] PROFESSIONAL SERVICES



As your enterprise transforms, you need to focus internal resources and expertise on core business objectives, not day-to-day network infrastructure operations. It's critical to identify and remedy small issues before they become larger, business-impacting problems. Because 'one-size-fits-all' service management isn't enough for today's enterprises, having resources who understand your network and business operations is key.

We can help. Level 3 Premium Network Operations Center (NOC) support is customized "white glove" service care provided by our 24/7 Professional Services Center.

SERVICE ATTRIBUTES

Tailored, efficient and flexible

- **Customized** network management and monitoring to your desired experience
- **Single** point of contact
- **Immediate** Tier 2-3 technician troubleshooting support
- Available **globally** for all Level 3 **WAN services**
- **Proactive Monitoring with Auto Notification Alert** and Ticket Generation
- **Management and coordination of all third-party vendors and escalations**
- Service **evolves** as your business needs **change**
- **Dedicated** engineering resource(s) available



FEATURES

Features	Basic Service Management	Premium NOC <i>(Includes Basic Service Management features)</i>	Premium NOC with Dedicated Engineering Resource <i>(Includes Standard & Premium NOC features)</i>
Break/fix Support	✓	✓	✓
24x7x365	✓	✓	✓
Monthly Reporting	✓	✓	✓
Trouble Ticket Summary	✓	✓	✓
Pro-active Auto Notification Alert	✓	✓	✓
Proactive Monitoring with Auto Notification Alert & Ticket Generation		✓	✓
Direct 800 # to Tier 2-3 Technician(s)		✓	✓
Custom Business Operations Specifications (Customer Manual)		✓	✓
Dedicated Network Engineer/Single POC			✓
Customized Reporting			✓
Capacity Planning			✓
SLA Change Management for simple MACs			✓
Network Audits			✓
Custom network support features or functionality			✓
Monthly / Quarterly business review			✓

* Provides customer potential trouble notification allowing customer flexibility to take action and open trouble ticket

WHY LEVEL 3



We listen to your organization's specific requirements and customize to your desired experience.



Our proven staff of engineers possess the hands-on experience and industry-recognized certifications needed to help ensure the highest level of service.



Level 3 dedicated engineers are available to extend your IT team —network management, monitoring, fast trouble resolution, capacity planning, analysis, network audits, augmentation and expansion.

ABOUT LEVEL 3

We operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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