



EUROPE | MIDDLE EAST | AFRICA

# **CUSTOMER HANDBOOK**

OCTOBER 2017



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## WELCOME

Thank you for choosing Level 3 Communications (Level 3). As a global telecommunications services provider, we're committed to making your experience with us a positive one. From sales and service activation to network operations, we strive to deliver uncompromising service.

Part of our commitment to you is to anticipate your needs and provide straightforward, thorough answers to your questions. So we've developed this Customer Handbook to guide you through our support structure, no matter what solutions we deliver to you.

Today, Level 3 connects more people in more countries than ever before, with state-of-the-art voice, security, data, video and managed solutions over a seamless, global network. We continually work to improve our processes, procedures, IP network and systems, as well as the mode and manner in which we support our customers.

**Please continue to engage with the people and processes you rely on today — from sales account teams to customer care, implementation, service management, billing and portals – and use this guide to answer any additional questions you might have.**

This Customer Handbook offers a quick-reference guide to:

<a href="#">Key Contacts</a>	<a href="#">Customer Portals</a>	<a href="#">Our Services</a>
<a href="#">Your Account Team</a>	<a href="#">Order Management</a>	<a href="#">Service Assurance</a>
<a href="#">Billing Support</a>		

We welcome your feedback. If you have questions or suggestions related to this Customer Handbook, please send them via email to:

 [emeacustexperience@level3.com](mailto:emeacustexperience@level3.com)

Thank you for your business.












**Richard Warley**  
Regional President, EMEA  
CenturyLink





SECTION 02

**KEY CONTACTS**

KEY CONTACTS	
Portal Access	 <b>Portalaccess@level3.com</b>
EMEA Service Desk	 <b>+44 (0) 800 528 3848</b> (UK Toll Free)  <b>+44 (0) 1270 727 126</b> (UK Geographic)  <b>+800 533 63273</b> (International Toll Free, may not be supported by some international service providers)
Data Centre Site Access (Colocation)	 <b>https://mylevel3.net</b>  <b>+44 (0) 207 904 4998</b> <a href="#">Click here for more information</a> 
Billing Services	 <b>Billing@level3.com</b>
General Enquiries	 <b>+44 (0) 845 000 1000</b>

DDoS MITIGATION REQUESTS	
For customers who are currently under DDoS attack or who believe they are under imminent attack, Level 3 offer a direct line to our Global Security Operation Centres. New Security customers should contact their Account Director.	
GLOBAL SOC (24/7 Security Operations Centre)	
For all DDoS Mitigation requests please call the Level 3 Global SOC for 24/7 support	 <b>+1-877-453-8353</b> (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)
EMEA SUPPORT	
UK Toll Free (For DDoS Mitigation)	 <b>+44 (0) 800 528 8353</b> (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)
Germany Toll Free (For DDoS Mitigation)	 <b>+49 800 723 8963</b> (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)

**Please Note:** All options are provided as guidance and are subject to change. Please listen carefully.



SECTION 03

**CUSTOMER PORTALS**

## CUSTOMER PORTALS

Our customer portals are designed to help you and us monitor and manage your Level 3 services during the ordering, implementation and post-implementation phases. These portals give you and us a direct line of communication with one another, 24 x 7, from virtually anywhere in the World.

### MyLevel3 Customer Portal Single sign on

<https://mylevel3.net>

- Comprehensive Service Inventory View;
- On-Demand Order Capabilities;
- Simplified Service Management;
- Convenient and Secure Billing;
- Robust Reports and Network Tools.



For assistance with the MyLevel3 customer portal, please contact:

[Portalaccess@level3.com](mailto:Portalaccess@level3.com)

### uCommand Customer Portal Single sign on

[www.ucommand.com](http://www.ucommand.com)

#### FOR VOICE CUSTOMERS ONLY

For assistance with uCommand, please contact the Service Management Team by calling:



**+44 (0) 845 000 0000** (Opt 3)



or emailing:

[servicemanagementteam@level3.com](mailto:servicemanagementteam@level3.com)

**Please Note:** All options are provided as guidance and are subject to change. Please listen carefully.





Expand your partnership with Level 3 to connect your people, locations and applications efficiently across the World with the services outlined overleaf. To find out more please contact your AD or our Inside Sales team on:

 **+44 (0) 845 000 1000**

SECTION 04

# OVERVIEW OF SERVICES



## PRODUCT IN THE SPOTLIGHT

### Adaptive Threat Intelligence

The size and sophistication of our global network provides access to a massive amount of threat data. With the Level 3 Adaptive Threat Intelligence service your communications with suspected bad actors are presented in a clean, actionable way. We provide Real-Time Security Reporting. This equips you with security analytics tools that can manipulate data and create custom, downloadable reports giving you the intelligence and insight to stop attacks before they affect your business.

■ Adaptive Threat Intelligence 

## LEVEL 3'S PRODUCT PORTFOLIO

### Data Networks

(Global WAN, Internet Access, Ethernet Connectivity, Cloud Connect, Waves)

Because your network is critical to your business, we offer a comprehensive portfolio of adaptive network solutions to meet your needs today, and the flexibility to support them in the future. Whether you need agile connectivity, or public or private WAN or are looking for next generation technology like SDN we have the expertise to help you deliver — and stay ahead of the competition.

■ Data Networks 

### Network Based Security

(DDoS, Adaptive Threat Intelligence, Adaptive Network Security)

Security threats are more pressing and potentially more devastating to your business than ever before. We help you provide 24x7 business continuity with a range of multi-layered security services that avoid unnecessary complexity and cost. The size and sophistication of our global network provides access to a massive amount of threat data, giving you the intelligence and insight to stop attacks before they affect your business.

■ Network Based Security 

## LEVEL 3'S PRODUCT PORTFOLIO

### Voice and UC&C

#### (Enterprise SIP, Skype for Business, Cloud-based Telephony)

Business communications are essential to competitiveness and efficiency, but can be complex to manage. To stay productive, an adaptive network that is capable of supporting the right communication technologies, while providing a seamless experience for your users, is key. We combine our experience in TDM, IP and hosted voice to deliver exceptional and cost-effective voice services, contact centre solutions and a suite of collaboration tools across the World.

Voice

UC&C

### Content Distribution and Performance

#### (Video and Object Delivery, Digital Downloads)

Compelling content needs to be delivered at the right time, with the best possible user experience. Level 3's Content Delivery Network supports some of the World's largest video, software and web properties with direct connections to major ISPs and other telecommunications companies. We deliver an enhanced Internet experience that will delight your customers wherever they are, on any device at any time.

Content Distribution and Performance

### Managed and Professional Services

#### (Project Management, Engineering and Technical Support, Service Management, Pre-Sales Consultancy)

Our portfolio of managed services connects you to our experts in networks, voice and security with an average of 15 years of experience each. They will help you effectively manage and optimise your network and services, without the need for additional personnel. This offers you better performance, lower overall costs and personalised support, freeing you up to focus on other priorities.

Managed and Professional Services



SECTION 05

## YOUR ACCOUNT TEAM



## YOUR ACCOUNT TEAM

To support you during every step of service set-up and delivery, we want you to have access to the most knowledgeable and helpful resources. We'll assign you an Account Director (AD), a Sales Engineer (SE), a Customer Care Manager (CCM), a Billing Coordinator (BC) and a Service Management Team (SMT) contact. If you're an existing customer and would like to purchase additional services, please contact your AD and SE.

### Customer Care Manager (CCM)

Your CCM is your point of contact for customer care and is responsible for planning, directing and coordinating activities to make sure that your project goals and objectives remain on track. Your CCM owns and manages the implementation of new and additional Level 3 service orders as soon as your quote becomes an actionable order.

Your CCM reviews the order to make sure that all the necessary information has been received and oversees all aspects of the delivery process through to the activation and completion of your order. Your CCM tracks the status of your order to support real-time and on-time delivery and proactively provides timely updates to you throughout the delivery process.

### Billing Coordinator (BC)

Your BC is your point of contact for billing enquiries, disputes and credits. You can contact your BC using the MyLevel3 customer portal ( ) or by emailing [billing@level3.com](mailto:billing@level3.com). Your Billing Coordinator can provide you with an overview of the portal's billing capabilities and coordinate more advanced training, if required. Your BC will collaborate with other Level 3 resources as needed to address any billing issues.

Copies of all Level 3 invoices related to the services that we provide you are also uploaded to your portal account.

### Account Director (AD)

Your AD provides you with information about Level 3's services and is your overall point of contact for Level 3 sales. They are responsible for gathering and confirming your specifications and requirements so that your order can be submitted. Your AD also works with you to execute all quotes and orders for new and additional Level 3 services, as well as helping you through the credit application process.

### Sales Engineer (SE)

Your SE works with you to identify options and define technical requirements for implementing your services. The SE is also responsible for understanding your existing network, key locations and potential needs using their technical capabilities, knowledge and know-how of Level 3's services.

As the technical design authority for customer solutions, the SE aims to bring your business needs and technology challenges together with the Level 3 range of services and capabilities for a technically sound and cost-effective solution.

### Service Management Team (SMT)

EMEA Service Management Team (SMT) on-boards and supports customers post activation. They provide a single point of contact ([servicemanagementteam@level3.com](mailto:servicemanagementteam@level3.com)) for queries and work across the business to investigate and resolve issues raised. In addition they offer support on billing queries, SLAs and related credits. If you have network maintenance issues/outages refer to the 24/7 toll-free number **+44 (0) 800 528 3848** instead.



SECTION 06

# ORDER MANAGEMENT

## ORDER MANAGEMENT

### Your Order Next Step and Communication

Once you've placed an order with Level 3, the minimum amount of communication you should receive from us are the following touch points. These will be issued to you either automatically or via your CCM.

TOUCH POINTS	
<p><b>TP1</b> (1st Touch Point)</p> <p><b>Order Acknowledgement</b></p>	<p>Level 3 will acknowledge receipt of your order, and provide you with a summary of your order and a high level overview of the delivery process.</p> <p>Level 3 will further provide you with the name and contact details of your CCM who will work on your delivery should you have questions.</p>
<p><b>TP2</b> (2nd Touch Point)</p> <p><b>Customer Commitment</b></p>	<p>Level 3 will confirm to you the Customer Commitment Date (CCD). This is the date Level 3 commits to delivering your service and when billing will commence.</p>
<p><b>TP3</b> (3rd Touch Point)</p> <p><b>Ready Letter</b></p>	<p>Level 3's Ready Letter will be issued and sent (following installation of your Customer Premise Equipment) to you when Level 3 are ready to arrange final activation of your service.</p>
<p><b>TP4</b> (4th and final Touch Point)</p> <p><b>Order Completion</b></p>	<p>Level 3 will confirm to you that your service is connected and has been handed over to you at which time billing will commence.</p> <p>Level 3 will further provide to you post-installation service assistance details.</p>

Your CCM will provide you with a weekly status report and contact you via a weekly call, however, you may contact your CCM at any time to discuss the status of your order. You may also check your order status at any time on:

 <https://mylevel3.net>



## ORDER MANAGEMENT

### Service Delivery Escalation Matrix

Should you have any issues or concerns with the delivery of your service please follow the escalation path below.

ESCALATION LEVEL	NOTIFICATION NAME	CONTACT DETAILS
1	<b>Your Customer Care Manager (CCM)</b>	Please refer to your Touchpoint 1 Welcome letter for CCM contacts
2	<b>David Fisher</b> Manager – Customer Care: Wholesale, Financial & Professional Services, Retail, IT & Media	 <b>+44 (0) 783 1158 797</b>  <b>david.fisher@level3.com</b>
	<b>Stephen Pulfer</b> Senior Manager – Customer Care: Government, Transport, Energy & Manufacturing	 <b>+44 (0) 790 0213 684</b>  <b>steve.pulfer@level3.com</b>
	<b>Eva Seville-Golfe</b> Senior Manager – Customer Care: Enterprise & Wholesale Continental Europe	 <b>+34 610 476 702</b>  <b>eva.sevillagolfe@level3.com</b>
3	<b>Aaron Stewart</b> Senior Manager – Customer Care & Escalations	 <b>+44 (0) 778 7870 976</b>  <b>aaron.stewart@level3.com</b>
4	<b>Cindy Brennan</b> Senior Director – Service Delivery	 <b>+44 (0) 750 0030 616</b>  <b>cindy.brennan@level3.com</b>

## ORDER MANAGEMENT

### Changes to Your Service

If you would like to make a change to your service, please contact your AD or SE with the following information:

- **Account number;**
- **Circuit reference (this can be found on your completion notification);**
- **Nature of the change required.**

Alternatively, please log onto the Level 3 customer portal:



<https://mylevel3.net>

Please also refer to our solution overview page for any additional services you might need from our state-of-the-art voice, security, data, video and managed solutions.

### CDN Orders

For minor changes to the configuration of your CDN service please email:



[EUcdn.support@level3.com](mailto:EUcdn.support@level3.com)

Examples of minor service changes include:

- **Create new or modify existing properties;**
- **Create new or modify existing mount points;**
- **Modify encoder information;**
- **Change password.**

If you would like to make any other changes, please contact your AD or SE.



SECTION 07

# SERVICE ASSURANCE






## SERVICE ASSURANCE

### Incident Management

Once your service is delivered, should you have a post installation outage or impairment of service, our Service Assurance team is here to support you 24/7/365. A trouble ticket can be raised via the **MyLevel3 portal** or by calling into the **EMEA Service Desk** team on one of the numbers listed below, quoting the appropriate service identifier (available from your TP4 Letters) for the impacted service. Following creation of the trouble ticket, the Service Assurance team will direct the ticket to the appropriate fix agent and ensure you are updated with progress throughout the incidents lifecycle, to ticket closure.

### Contact Strategies

The **Level 3 EMEA Service Desk** provides Level 3’s customers with a single entry point into Level 3’s organisation for incidents that are an unplanned interruption to a service or a reduction in the quality of a service.

DESCRIPTION	CONTACT
24 x 7 UK Toll Free	 <b>+44 (0) 800 528 3848</b>
UK Geographic number	 <b>+44 (0) 1270 727 126</b>
International Toll Free (may not be supported by some international service providers)	 <b>+800 5336 3273</b>
Customer Internet Portal	 <b><a href="https://mylevel3.net">https://mylevel3.net</a></b>

Should you have any trouble accessing the portal, please contact:

 [Portalaccess@level3.com](mailto:Portalaccess@level3.com)


## SERVICE OPERATIONS

### Incident Escalation

If you are a MyLevel3 portal user, you can also escalate the incident via the **MyLevel3 customer portal**. Trouble tickets (incidents) are located under the Support and Maintenance/Trouble Tickets menu option. Click on the Ticket ID hyperlink and select the Escalate Ticket option. Alternatively, call the Level 3 EMEA Service Desk directly.

Due to the nature of 24/7 support we have provided titles you will need to request when escalating.

ESCALATION LEVEL	WITHIN HOURS	OUT-OF-HOURS
1	Incident Management Team	Incident Management Team
2	Service Desk Manager	Service Desk Shift Senior
3	Service Desk Senior Manager	Service Desk Manager
4	Director of Customer Service, EMEA <b>Claire Beswick-Wild</b>	Service Desk Senior Manager
5	VP of Service Operations, EMEA <b>Tom Jennings</b>	Director of Customer Service, EMEA <b>Claire Beswick-Wild</b>

Level 3 EMEA Service Desk  
 **+44 (0) 1256 737 661**  
 Escalation Line (24/7/365)

## SERVICE OPERATIONS

### DDoS MITIGATION REQUESTS

For customers who are currently under DDoS attack or who believe they are under imminent attack, Level 3 offer a direct line to our Global Security Operation Centres. New Security customers should contact their Account Director.

#### GLOBAL SOC (24/7 Security Operations Centre)

For all DDoS Mitigation requests please call the Level 3 Global SOC for 24/7 support



**+1-877-453-8353** (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)

#### EMEA SUPPORT

UK Toll Free (For DDoS Mitigation)



**+44 (0) 800 528 8353** (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)

Germany Toll Free (For DDoS Mitigation)



**+49 800 723 8963** (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)

**Please Note:** All options are provided as guidance and are subject to change. Please listen carefully.

### Planned Maintenance

Level 3 will provide customers with a Global Change Request notification to include the following information:

- Global Change Request Number;
- Summary of Maintenance (Reason for Change);
- Customer Impact (Includes Router ID, Location, Impact Type and Duration);
- Time and Date for work completion.

SUPPORT INFORMATION	CONTACT
Telephone (business hours only)	<b>+44 (0) 1256 731 731</b>
Email	<b>change.management.emea@level3.com</b>











Level 3 provides customers with a minimum of 7 days' advance notice on standard maintenance events.



## SERVICE OPERATIONS

### Planned Maintenance Escalation

Should you have any issues or concerns with the delivery of your service please follow the escalation path below.

ESCALATION LEVEL	CONTACT NAME	CONTACT DETAILS
1	Change Management Coordinators	 <b>+44 (0) 1256 731 731</b> (Option 1)  <b>change.management.emea@level3.com</b>
2	Trevor Mortimer Manager, Change Management	 <b>+44 (0) 7917 550 717</b>  <b>trevor.mortimer@level3.com</b>
3	Paul Burton Director, NOC	 <b>+44 (0) 208 510 3125</b>  <b>+44 (0) 799 055 0902</b>  <b>paul.burton@level3.com</b>
4	Tom Jennings VP, Service Operations, EMEA	 <b>+44 (0) 208 510 3176</b>  <b>+44 (0) 773 301 4334</b>  <b>thomas.jennings@level3.com</b>

**Please Note:** All options are provided as guidance and are subject to change. Please listen carefully.



SECTION 08

**BILLING SUPPORT**

## BILLING SUPPORT

We're committed to provide you with accurate and timely invoices. In order for us to do this, we may reach out to you before your first invoice to make sure that we have understood your requirements, and that your invoice contains all the relevant information for you to process your bills and make payments to us.

We offer paperless, electronic billing, so please contact us if you'd like to utilise this option. You simply need to provide us with an e-mail address where invoices will be sent and then we'll arrange the rest.

We always do our best to make sure that your invoices are as accurate as possible, but if there is a problem or you'd like to change a billing option, there are several ways that you can contact us as follows:

**MyLevel3 Customer Portal**

<https://mylevel3.net>

Our customer portal <https://mylevel3.net> offers you the opportunity to self-serve, here you can:

- Request changes to your invoice by submitting an order request;
- View copies of invoices and call data records (CDRs) that are available for download;
- Raise any billing or payment-related enquiry or dispute.

Please provide as much detail as you can, along with a valid telephone number, so that we can contact you to confirm we have understood the details of your request, enquiry or dispute. We aim to address all your requests, enquiries and disputes before your next billing cycle.

You can also email us at:



[billing@level3.com](mailto:billing@level3.com)

or call us on:



**+44 (0) 800 528 0028**



## ABOUT LEVEL 3

We build, 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.

Call: **+44 (0) 845 000 1000**

Web: **[www.level3.com](http://www.level3.com)**

