



## Level 3 International Customer NOC Support

| Simple, Easy International Direct Calling Instructions |  |
|--|--|
| <b>Step 1</b>  | Dial the Direct Code for the country you're in from the list below.  |
| <b>Step 2</b>  | Wait for the prompt  |
| <b>Step 3</b>  | Enter the Level 3 Technical Support Center telephone number as follows:<br>Direct Code + <b>888-662-4685</b>   |
| <b>Step 4</b>  | You will be asked to select from the following list of supported languages:<br>Option 1      English<br>Option 2      Mandarin Chinese<br>Option 3      Spanish<br>Option 4      Japanese<br>Option 5      Korean<br>Option 6      Portuguese<br>Option 9      Repeat Menu |

*\*Options menu current as of May 27, 2008, but may change.*

**\*\*** Although only six languages are included in the audio menu, Level 3 can support 115 languages through the assistance of interpretation services. For assistance with a language not listed above, selection Option 1, English, and request interpretation assistance for your required language.

### Continental United States

1-888-NOC-INTL (888-662-4685)

| Country  | Direct Code                          | Level 3 Support |
|--|--------------------------------------|-----------------|
| Argentina  | 0 800 222 1288                       | 888-662-4685    |
| Australia  | 1-800-881-011                        | 888-662-4685    |
| Bahamas  | 1-800-872-2881                       | 888-662-4685    |
| Barbados   | 1-800-872-2881                       | 888-662-4685    |
| Bolivia  | 800-101-111                          | 888-662-4685    |
| Brazil   | 0800 890 0288<br>or<br>0800-8888-288 | 888-662-4685    |
| Cambodia   | 1-800-881-001                        | 888-662-4685    |
| Canada   | 1-800-225-5288                       | 888-662-4685    |
| Caribbean  | Not Required                         | 888-662-4685    |
| Chile  | 800-360-312                          | 888-662-4685    |
| China, PRC – Northern region, Beijing and vicinity | 108-888                              | 888-662-4685    |
| Colombia   | 01 800 911 0011                      | 888-662-4685    |
| Costa Rica   | 0-800-011-4114                       | 888-662-4685    |
| Dominican Republic                                 | 11-22                                | 888-662-4685    |
| Ecuador  | 1-800-999-119                        | 888-662-4685    |
| Guadeloupe   | 0800 99 00 11                        | 888-662-4685    |
| Guatemala  | 138-120                              | 888-662-4685    |
| Honduras   | 800-0123                             | 888-662-4685    |
| Hong Kong  | 800-93-2266                          | 888-662-4685    |
| India  | 000-117                              | 888-662-4685    |
| Indonesia  | 001-801-10                           | 888-662-4685    |



| Country           | Direct Code                                 | Level 3 Support |
|-------------------|---|-----------------|
| Japan             | 00 539-111                                  | 888-662-4685    |
| Korea             | 0072-911                                    | 888-662-4685    |
| Malaysia          | 1-800-80-0011                               | 888-662-4685    |
| Mexico            | 01-800-112-2020                             | 888-662-4685    |
| New Zealand       | 000-911                                     | 888-662-4685    |
| Nicaragua         | 1-800-0164                                  | 888-662-4685    |
| Pakistan          | 00 800 01001                                | 888-662-4685    |
| Panama            | 800-2288                                    | 888-662-4685    |
| Paraguay          | 008-11-800                                  | 888-662-4685    |
| Peru              | 0-800-50-000                                | 888-662-4685    |
| Philippines       | 105-11                                      | 888-662-4685    |
| Puerto Rico       | 1-800 225-5288                              | 888-662-4685    |
| Singapore         | 800-0111-111                                | 888-662-4685    |
| Sri Lanka         | 2-430-430<br>(outside Colombo: 112-430-430) | 888-662-4685    |
| Taiwan            | 00-801-10-288-0                             | 888-662-4685    |
| Thailand          | 1-800-0001-33<br>or<br>001-999-111-11       | 888-662-4685    |
| Uruguay           | 000-410                                     | 888-662-4685    |
| US Virgin Islands | 1-800 225-5288                              | 888-662-4685    |
| Venezuela         | 0 800 2255 288                              | 888-662-4685    |
| Vietnam           | 1-201-0288                                  | 888-662-4685    |