SERVICE ASSURANCE

We hope your service never has a service effecting issue, but let’s face it, sometimes it happens. When it does, here is what you can do to help us get to a quicker resolution.

Opening and Monitoring a Trouble Ticket

Here’s what we’ll need from you:

- Circuit ID, PIID, Service Identifier, FRO ID.
- Customer Contact Name, Phone Number, and Email. Local Contact Name, Phone Number, and Email.
- Site Access Hours. Intrusive Testing Approval.
- Description of the problem.
- Details of the impact to customer business.

What to do:

Open a trouble ticket or Reason for Outage (RFO) request by calling the Technical Service Center at (877) 4LEVEL3 (453-8353) and follow the prompts for the correct product. Or, log a ticket online at http://mylevel3.net. After providing the required Input Data, you will receive a Trouble ticket number that can be used to track service progress. Progress updates can be secured by adding your email address to the ticket, calling the TSC with the ticket number, accessing the portal, or subscribing to email updates for all trouble tickets by engaging your account representative.
Reporting a Chronic Issue
Here's what we'll need from you:

- Circuit ID, PIID, Service Identifier, FRO ID.
- Customer Contact Name, Phone Number, and Email.
- Local Contact Name, Phone Number, and Email.
- Site Access Hours.
- Detailed history of the problem.

What to do:
You can report a chronic problem by calling (877) 4LEVEL3 (453-8353). Chronic reports should be focused on the history of a single circuit ID, PIID, or service ID. 'Chronic' is usually considered three (3) tickets within 45 days. Chronic tickets are handled differently than trouble tickets, and you should expect a more thorough and lengthy analysis process will be required. Urgent service outages should be handled through the TSC with a Chronic ticket opened to identify and resolve suspected recurrent issues.

Special Requests or Issues:
Please contact the right management using this escalation list: http://www.level3.com/gnocescalation

Support for Scheduled Maintenance
Here's what we'll need from you:

- GCR Number.
- Impacted Customer Circuit IDs, PIIDs, Service IDs.
- Customer contact information.
What to do:
Send your question or request about any Level 3 scheduled maintenance to Change Management by emailing maint_advisory@level3.com with the GCR number and required support details. You will receive a reply with a ticket number as verification of the request. You can track progress using the same steps in “Opening a Trouble Ticket” or by accessing the portal at http://mylevel3.net. Common support tasks include confirming the expected impact of maintenance, requesting the reschedule of maintenance, or requesting special handling during planned service affecting work. Standard service affecting maintenance notification window is seven (7) days.

Where to go for more information or details?
You should ask your Level 3 Account Director for the customer handbook if you need additional details about Level 3’s operational procedures.
You can also access the Level 3 Portal at http://mylevel3.net. New User registration can be found here or you can contact your Customer Care Manager (CCM) or Level 3 Account Director for assistance.

What you should do if you don’t have the necessary Input Data?
If you don’t know the Level 3 circuit ID, please contact your CCM or Account Director and ask for assistance.

What’s the difference between a verbal and written RFO
Level 3 explains the Reason for an Outage (RFO) at the closure of every ticket. Verbal RFOs are available immediately and provide a brief summary explaining the cause uncovered during troubleshooting. Written RFOs are provided on Level 3 letterhead and include the same information as a verbal RFO, plus an executive summary and the impact time estimate. A timeline of events is available upon request. A written RFO will be provided within approximately 3-5 business days of the time it is requested and the trouble ticket is resolved and closed.

Click here for a wallet-size reference card containing this information
Click here for a single-page reference sheet containing this information