

Level 3 Business Partner Program Key Contacts and Escalation Support June 2012

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Business Partner Contacts

Channel Manager

- Tier 1 Contact your assigned CM for:
 - On-Boarding
 - Commission Questions
 - Solution Development
 - Product information and assistance for new opportunities.

- Tier 2 Partner Sales Director

East

Jimmy Sanders

Jimmy.Sanders@Level3.com

office (770) 614-7373

cell (404) 435-6377

West

Craig Patterson

Craig.Patterson@Level3.com

office 720-888-7559

cell (303) 520-3897

Business Partner Contacts (cont)

Partner Experience Teams

■ Tier 1

- For Bulk quotes and quotes not supported by Masterstream or uCommand contact PartnerQuotes@Level3.com.
- For service renewal, assistance with billing escalations, and assistance with trouble ticket escalations please contact your assigned Partner Experience Specialist (PES).
- For order submission contact PartnerOrders@Level3.com and status prior to provisioning (Please note that this mail box is *not* for status of orders that are in provisioning. The CCM is the main point of contact for coordination and installation of orders in provisioning).
- For Masterstream or uCommand training, assistance and access contact PartnerSupport@Level3.com.

■ Tier 2 Partner Experience Manager

East

Sheila Mannisto

Shiela.Mannisto@level3.com

office (920) 405-4641

West

Nelda Green

Nelda.Green@Level3.com

office (720) 888-1522

■ Tier 3

Steve Fair

Steven.Fair@Level3.com

office (602) 357-7031

cell (602) 319-9508

Customer Care Management

Status and installation coordination on all orders (New and MAC)

Tier 1 – your assigned CCM/CPM

Tier 2 – Sr.Mgr, Customer Care

East

Mike Clair

P. (212) 487-0121

C. (917) 843-2441

E. Mike.Clair@Level3.com

West

Marcy O'Toole

P. (720) 888-3123

C. (303) 956-6304

E. Marcy.O'Toole@Level3.com

Tier 3 – Dir, Customer Service

Marybeth McCarroll

P. (720) 888-4502

C. (720) 560-6537

E. Marybeth.McCarroll@Level3.com

Post Installation Support – Key Contacts

Service Management Engagements:

- Level 3 Global Network Operations Center: 877-4LEVEL3 – Option 1
- Former Global Crossing Managed Network Services: 800-767-1111
- Former Global Crossing Non-Managed Services: 800-249-4672
- Escalation Process:

http://www.level3.com/brochures/escalation_list/~media/Assets/escalations/us_tsc_customer_escalation_list.ashx

Other Key Contact Numbers:

- 877-2LEVEL3 (877-253-8353)
- Option 3 – Billing and Credits
- Option 4 – MAC orders
- 877-8LEVEL3 (877-853-8353)
- Customer Enabled Portal Support

Access the Level 3 MyLevel3 portal to view invoices, submit trouble tickets and billing disputes, disconnect services and more. Visit <https://mylevel3.net> to learn more.

Customer Financial Services

Billing Disputes and Inquiries

- **Tier 1 – Billing Analyst assigned to your request**
- **Tier 2 –**
 - Paul Broughton
 - PM, Billing Customer Service
 - P. 720-888-2438
 - E. Paul.Broughton@Level3.com
- **Tier 3 –**
 - Julie Hollenbeck
 - Sr. Dir, Billing Customer Service
 - P. 720-888-4470
 - E. Julie.Hollenbeck@Level3.com
- **Notes:**
 - Most billing inquires can be resolved with a single phone call
 - Disputes and/or credit requests may take up to two (2) bill cycles to process and to appear on an invoice
 - Corrections requiring order activity must be completed before adjustments will be made to credit/debit previously billed/unbilled amounts
 - All undisputed amounts must be paid to avoid collections treatment and potential service suspension
 - Please allow an appropriate interval to pass before escalating any billing issue
 - Access the Level 3 Customer Enabled Portal to view and download Level 3 invoices, get answers to billing questions, manage disputes – and even pay bills online and request paperless billing. Visit <https://mylevel3.net> to learn more

Service Management and Repair

General Information

- Alternate Trouble Ticket Creation Option: Access the Level 3 Customer Enabled Portal (Legacy Level 3) and uCommand (Former Global Crossing) to create, view updates and escalate service trouble tickets. It is recommended that the customer contact Level 3 directly with any repair emergencies.
- To speed resolution – accurate circuit IDs and site information, including local contacts and times for site access, should be made available when trouble tickets are opened
- All repair escalations should be directed to the appropriate on-call TSC Management contacts available on the Technical Support Center (TSC) Escalation List:
http://www.level3.com/brochures/escalation_list/~media/Assets/escalations/us_tsc_customer_escalation_list.ashx
- Repair escalation will be accepted at one (1) hour intervals. Please allow an appropriate interval to pass before escalating. If, after escalating with SMC Management, additional assistance is necessary, please contact:
 - Tier 1 Your assigned Partner Experience Specialist
 - Tier 2 PartnerSupport@Level3.com
 - Tier 3 Partner Support Manager
- You may also request Reason For Outage (RFO) reports on previously closed tickets by calling into the Level3 Service Center: 877-4LEVEL3 then select the appropriate option (Transport, IP, Voice, etc.)