Lumen® Managed Services handbook

LUMEN®

Overview

The goal of this document is to provide your team with the information required when contacting the Lumen Managed Services NOC regarding service and support requests including:

- How to contact the Lumen Managed Services NOC
- Reporting an incident or request to the Lumen Managed Services NOC
- Trouble and incident escalation processes
- Escalation processes and contact information
- How to request changes to service

How to contact the Lumen Managed Services team

The Lumen Managed Services NOC provides three ways to report an incident or request:

- Call in a service incident or request to the managed services team at 844-581-2349
- Email your request or issue to ME-Help@lumen.com
- Utilize the WHD (Web Help Desk) portal to create an incident/ticket

Reporting trouble to Lumen

Please be prepared to provide the following information when opening a new case with the Lumen:

- Customer name, phone number, email address
- Device name
- Device IP address
- Circuit ID (if applicable)
- Local contact (name, phone number, and hours of access to customer site)
- Detailed description of the issue including supporting evidence of the reported issue

When reporting a new incident, Lumen will provide the customer with an incident ticket number. Lumen Support will use this incident ticket number to track the incident through resolution and closure. Please be prepared to provide this ticket number for all subsequent calls which reference the reported service issue.

Tickets/Incidents are categorized into the following severity ratings:

Severity	Description
Level 1 Critical P1	Defined as a critical impact where one or more managed devices or circuits become inoperable causing a business-critical impact to customer connectivity. This severity rating is reserved for outages on high priority locations or head end services.
Level 2 Major P2	Defined as a major impact where one or more managed devices or circuits become inoperable or degraded causing a major impact to customer connectivity.
Level 3 Minor P3-4	Defined as a minor impact where one or more managed devices or circuits are impacted by a condition which does not jeopardize service and does not require immediate corrective action.

All tickets created in the WHD portal default to a level-3 severity rating.** If a higher severity level is required for an incident, please note the severity level requested in the trouble description or call in to the Lumen Managed Services NOC directly.

Trouble escalation process

The managed services escalation process includes five tiers beginning with our NOC technician through senior director as shown below. To request escalation of a service impact, please call the Managed Services NOC and reference the incident/ticket number.

Level 1	Escalation contact	Phone number
Managed services technician	NOC technician	844-581-2349
Level 2	**Escalation contact**	**Phone number**
Managed services lead technician	Lead NOC technician	844-581-2349
Level 3	**Escalation contact**	**Phone number**
Managed services manager	Manager	720-888-6502
Level 4	**Escalation contact**	**Phone number**
Managed services director	Bill Eidsmoe	720-888-6598
Level 5	**Escalation contact**	**Phone number**
Managed services senior director	Jen LaBounty	720-888-9461

Change management

The Lumen Managed Services NOC will work in conjunction with the customer to arrange change management activities for managed devices. The Managed Services NOC will schedule change activities during an agreed upon window between Lumen support and the customer to ensure customer awareness of planned activities.

For customer planned maintenance activities, please notify the Lumen Support team at minimum 24 hours prior to the maintenance commencing. This notification to Lumen ensures that alarms for managed devices and circuits are suppressed for the duration of the planned activity. It is important to note that Lumen Support will not respond to any alarms received during the scheduled maintenance activity.

For moves, additions, changes or disconnects of service (MACD) requests, please use the below process to initiate a MACD activity. There are two types of MACD requests:

- **Soft MACD:** moves, adds, changes, and deletions (MACDs) that can be completed remotely.
- **Hard MACD:** moves, adds, changes, and deletions (MACDs) that require physical site work. For Hard MACD requests, the Lumen NOC will coordinate with the customer to determine site readiness and access hours.

To request a soft or hard MACD, please call the Lumen Managed Services NOC and provide details regarding your MACD request. The Managed Services NOC will provide a MACD order number to track and record details of your MACD request. Once the Managed Services NOC has completed the MACD request, the NOC will notify the customer of the completion of the MACD request.