



# CENTURYLINK® PROFESSIONAL SERVICES

## PREMIUM NETWORK OPERATIONS SUPPORT

As your enterprise transforms, you need to focus internal resources and expertise on core business objectives, not day-to-day network infrastructure operations. It's critical to identify and remedy small issues before they become larger, business-impacting problems. Because 'one-size-fits-all' service management isn't enough for today's enterprises, having resources who understand your network and business operations is key.

We can help. CenturyLink Premium Network Operations Center (NOC) support is customized "white glove" service care provided by our 24/7 Professional Services Center.

### Service Attributes

#### Tailored, efficient and flexible

- **Customized** network management and monitoring to your desired experience
- **Single** point of contact
- **Immediate** Tier 2-3 technician troubleshooting support
- Available **globally** for all CenturyLink **WAN services**
- **Proactive Monitoring with Auto Notification Alert and** Ticket Generation
- **Management and coordination of all third-party vendors and escalations**
- Service **evolves** as your business needs **change**
- **Dedicated** engineering resource(s) available



## Features

Features	Basic Service Management	Premium NOC Service (Includes Basic Service Management features )	Premium NOC Service with Dedicated Network Engineer and Resources (Includes Basic and Premium NOC features)
Break/Fix Support	✓	✓	✓
24/7	✓	✓	✓
Monthly Reporting	✓	✓	✓
TroubleTicket Summary	✓	✓	✓
Pro-active Auto Notification Alert	✓*	✓	✓
Proactive Monitoring with Auto Notification Alert and Ticket Generation		✓	✓
Direct 800 # to Tier 2-3 Technician(s)		✓	✓
Custom Business Operations Specifications (Manual)		✓	✓
Standard Monthly Reporting: TroubleTicket Summary			✓
Dedicated Network Engineer/Single POC			✓
SLA Change Management for Simple MACs			✓
Customized Reporting			✓
Network Audits			✓
Capacity Planning			✓
Custom Network Support Features or Functionality			✓
Monthly/Quarterly Business Review			✓

\* Provides customer potential trouble notification allowing customer flexibility to take action and open trouble ticket

## Why CenturyLink



We listen to your organization's specific requirements and customize to your desired experience.



Our proven staff of engineers possess the hands-on experience and industry-recognized certifications needed to help ensure the highest level of service.



CenturyLink dedicated engineers are available to extend your IT team —network management, monitoring, fast trouble resolution, capacity planning, analysis, network audits, augmentation and expansion.

Call 1.877.453.8353 | Click [centurylink.com](http://centurylink.com) | Email [info@centurylink.com](mailto:info@centurylink.com)

