



# EMEA Customer Handbook

July 2019



CenturyLink

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## **Thank you for choosing CenturyLink as your global solutions partner.**

We want to make sure your experience is positive, personal and productive throughout your entire time with us.

We aim to be easy to do business with, to anticipate your needs and to provide straightforward, thorough answers to your questions. To help meet that commitment, we've developed this customer handbook to guide you through our support structure, no matter what solution we deliver. Contact information may be different depending on the company you first ordered from.

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If you need help identifying your legacy company, have products from both legacy companies or just need some assistance, please send an email to [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com) and we will get back to you as soon as possible.

## **We appreciate your business.**



**Richard Warley**

Regional President, EMEA  
CenturyLink

Please use the key contact information below based on the legacy company with which your service originates as we work to consolidate this.

If you do not know which legacy company your services originates from, please contact your account manager or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

## Former CenturyLink:

<b>Customer Portal Login</b>	<a href="#">Managed Services Portal</a>
<b>Customer Portal Access</b>	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>
<b>EMEA Service Desk</b>	+44 (0) 1183 226 100 (UK Geographic) +(00) 800 728 84743 (International Toll Free)
<b>Billing Services</b>	+44 (0) 800 528 0028 <a href="mailto:emeabilling@centurylink.com">emeabilling@centurylink.com</a>

## Former Level 3:

<b>Customer Portal Login</b>	Control Centre
<b>Customer Portal Access</b>	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>
<b>EMEA Service Desk</b>	+44 (0) 800 528 3848 (UK Geographic) +(00) 800 533 63273 (International Toll Free)
<b>Billing Services</b>	Control Centre +44 (0) 800 528 0028 <a href="mailto:emeabilling@centurylink.com">emeabilling@centurylink.com</a>

## Security (Inc. DDoS Mitigation):

<b>Global Security Operation Centre</b>	For all security issues (Inc. DDoS Mitigation) call: <a href="tel:+442079044998">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)
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To support you every step of the way, we provide you with access to the right resources and the right expertise. As standard, we'll assign you an Account Director (AD), a Sales Engineer (SE), a Customer Care Manager (CCM) or Solution Delivery Manager (SDM), and a Billing Coordinator (BC).

In addition, we also offer a highly recommended professional service as an add-on for customers who are seeking to maximize the satisfaction and value from their products or services. If you are interested in purchasing this service, please email [emea.professionalservice@centurylink.com](mailto:emea.professionalservice@centurylink.com) for further consultation.

## Account Director (AD)

Your AD provides you with information about CenturyLink's services and is your overall point of contact for CenturyLink sales. They are responsible for gathering and confirming your specifications and requirements so that your order can be submitted. Your AD also works with you to execute all quotes and orders for new and additional CenturyLink services, as well as helping you through the credit application process.

## Sales Engineer (SE)

Your SE works with you to identify options and define technical requirements for implementing your services. The SE is also responsible for understanding your existing network, key locations and potential needs using their technical capabilities, knowledge and know-how of CenturyLink's services. As the technical design authority for customer solutions, the SE aims to bring your business needs and technology challenges together with the CenturyLink range of services and capabilities for a technically sound and cost-effective solution.

## Customer Care Manager (CCM) or Service Delivery Manager (SDM)

**CCM: Assigned to customers if the legacy company was Level 3.**

**SDM: Assigned to customers if the legacy company was CenturyLink.**

Your CCM or SDM is your point of contact during the delivery process and is responsible for planning, directing and coordinating activities to make sure that your project goals and objectives remain on track. Your CCM or SDM owns and manages the implementation of new and additional CenturyLink service orders as soon as your quote becomes an actionable order. Your CCM or SDM reviews the order to make sure that all the necessary information has been received and oversees all aspects of the delivery process through to the activation and completion of your order. Your CCM or SDM tracks the status of your order to support real-time and on-time delivery and proactively provides timely updates to you throughout the delivery process.

## Billing Coordinator (BC)

Your BC is your point of contact for billing enquiries, disputes and credits. You can contact your BC by emailing [emeabilling@centurylink.com](mailto:emeabilling@centurylink.com) or via the appropriate customer portal (see page 18). Your Billing Coordinator can provide you with an overview of the portal's billing capabilities and coordinate more advanced training, if required. Your BC will collaborate with other CenturyLink resources as needed to address any billing issues. Copies of all CenturyLink invoices related to the services.

## Delivery Touchpoints

Once you've placed an order with CenturyLink, delivery begins. We aim to make this journey simple by communicating with you at every step.

Your CCM or SDM will provide you with a formal update every five working days, and the information in the touchpoints below will then be sent to you by email during the order journey.

The delivery touchpoints and contact information vary depending on which company you originally ordered from. If you do not know which legacy company your services originates from, please contact your AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

### Former CenturyLink (IT services) delivery touchpoints:

<p>Touchpoint 1:</p> <p><b>Order Acknowledgment</b></p>	<p>CenturyLink will acknowledge receipt of your order and provide you with a summary of your order within the 1st communication milestone email.</p> <p>CenturyLink will further provide you with the name and contact details of your SDM who will work on your delivery and can help answer any questions.</p> <p>It is at this stage that any equipment required is also ordered.</p>
<p>Touchpoint 2:</p> <p><b>All orders over 7 days</b></p>	<p>The SDM will send out weekly summary emails to the named contact on the order. The summary will take the format of:</p> <ul style="list-style-type: none"> <li>• What has been completed?</li> <li>• What is progressing currently?</li> <li>• What is yet to be completed?</li> </ul> <p>Along with any other relevant information. Depending upon your type of order additional communications may also be sent at specific order milestones.</p>
<p>Touchpoint 3:</p> <p><b>Client Kick-off Call (Complex Orders)</b></p>	<p>Once the SDM has reviewed the order and technical documentation with the engineering teams, a conference call will be arranged to discuss any client requirements.</p> <p>It is at this stage that expected completion times will be communicated. Following the client call, the build will commence.</p>
<p>Touchpoint 4:</p> <p><b>Handover and Burn-in</b></p>	<p>Once the order has been completed, the SDM will hand the environment over to the client. There is generally a 3 day "burn-in" period, before billing where any build concerns are addressed.</p> <p>Once the handover period has completed, the order will be sent for billing and the client and operational teams will be informed.</p>

## Former Level 3 (Network services) delivery touchpoints:

<p>Touchpoint 1:</p> <p><b>Order Acknowledgment</b></p>	<p>CenturyLink will acknowledge receipt of your order and provide you with a summary of your order and a high-level overview of the delivery process.</p> <p>CenturyLink will further provide you with the name and contact details of your CCM who will work on your delivery and can help answer any questions.</p>
<p>Touchpoint 2:</p> <p><b>Customer Commitment</b></p>	<p>CenturyLink will confirm to you the Customer Commitment Date (CCD). This is the date CenturyLink commits to delivering your service and when billing will commence.</p>
<p>Touchpoint 3:</p> <p><b>Ready Letter</b></p>	<p>CenturyLink's Ready Letter will be issued and sent (following installation of your Customer Premise Equipment) to you when CenturyLink are ready to arrange final activation of your service.</p>
<p>Touchpoint 4:</p> <p><b>Order Completion</b></p>	<p>CenturyLink will confirm to you that your service is connected and has been handed over to you, at which time billing will commence.</p> <p>CenturyLink will further provide post-installation service assistance details to you.</p>



## Service Delivery Escalation

For any issues or concerns with the delivery of your service, please follow the escalation path below for the applicable legacy company.

If you do not know which legacy company your services originates from, please contact your AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

(Call geography for where order is being delivered)

### Former CenturyLink (IT services) delivery escalation path:

Escalation Level	Name	Contact Details
1	<b>Your Service Delivery Manager (SDM)</b>	Please refer to your Touchpoint 1 email for SDM contact
2	<b>Michael Wood</b> (Senior Service Delivery Manager)	+44 (0) 788 1313 190 <a href="mailto:michael.wood@centurylink.com">michael.wood@centurylink.com</a>
	<b>Abbie Moran</b> (Senior Service Delivery Manager)	+44 (0) 779 1383 803 <a href="mailto:abbie.moran@centurylink.com">abbie.moran@centurylink.com</a>
3	<b>Steven Simister</b> (Manager – Service Delivery)	+44 (0) 754 5099 859 <a href="mailto:steve.simister@centurylink.com">steve.simister@centurylink.com</a>
4	<b>John Morris</b> (Director – Service Delivery)	+44 (0) 786 7394 671 <a href="mailto:john.morris@centurylink.com">john.morris@centurylink.com</a>
5	<b>Ian Burgess</b> (Senior Director – EMEA Client Services)	+44 (0) 787 9698 697 <a href="mailto:ian.burgess@centurylink.com">ian.burgess@centurylink.com</a>



## Former Level 3 (Network services) escalation path:

Escalation Level	Name	Contact Details
1	<b>Your Customer Care Manager (CCM)</b>	Please refer to your Touchpoint 1 welcome letter for CCM contacts
2	<b>John O'Sullivan</b> (Manager – Customer Care) Transport, Energy, Manufacturing & New Business	<a href="tel:+44207887946706">+44 (0) 788 7946 706</a> <a href="mailto:john.o'sullivan@centurylink.com">john.o'sullivan@centurylink.com</a>
	<b>Stephen Wills</b> (Manager – Customer Care) Wholesale & B-End	<a href="tel:+44207824456523">+44 (0) 782 4456 523</a> <a href="mailto:stephen2.wills@centurylink.com">stephen2.wills@centurylink.com</a>
	<b>Samantha Tomlinson</b> (Manager – Customer Care) Government, Desk-based & Finance	<a href="tel:+44207717484905">+44 (0) 771 7484 905</a> <a href="mailto:samantha.tomlinson@centurylink.com">samantha.tomlinson@centurylink.com</a>
	<b>Jordi Campos Serrano</b> (Manager – Customer Care) Continental Europe	<a href="tel:+31646381782">+31 646 3817 82</a> <a href="mailto:jordi.camposserrano@centurylink.com">jordi.camposserrano@centurylink.com</a>
3	<b>Stewart Prescott</b> (Director – Customer Care)	<a href="tel:+44207810857247">+44 (0) 781 0857 247</a> <a href="mailto:stewart.prescott@centurylink.com">stewart.prescott@centurylink.com</a>
4	<b>Ian Burgess</b> (Senior Director – EMEA Client Services)	<a href="tel:+44207879698697">+44 (0) 787 9698 697</a> <a href="mailto:ian.burgess@centurylink.com">ian.burgess@centurylink.com</a>

## Delivery Expectations

As a trusted service delivery partner, we aim to be transparent throughout our entire delivery lifecycle.

To help you prepare for your service delivery (specifically network), please visit our: [Customer Readiness Page](#). Here, you can find a walkthrough of the delivery process along with to-do checklists.

For awareness, we've outlined key delivery information below in occurring order to manage your expectations.

## Service Level Objectives

During the quote to order stage, we'll provide you with an indicative lead time for the delivery of your service (mainly network) by referring to our product Service Level Objectives (SLOs), which can be found in our [Standard Install Intervals](#).

## Local Site Contacts

It's important that you provide us with named local contact details for each site, and the specific circuit location (floor and room) when third parties are providing local network connectivity, so please take a look at our helpful [Local Contacts Guideline](#).

## Site Preparation

From order signature, you'll have two weeks to prepare your or third-party owned sites by ensuring; space and power has been provisioned, the environment is fit for purpose and inside wiring has been agreed and completed. To assist you, please use our [Site Preparation Guide](#)

## Industry Standard Events

Throughout the delivery process, industry events known as Stop the Clock (STC) events, may occur which sit outside of CenturyLink's and our partner's direct control that impact lead times associated with your service. For more information on these events and their expected impact, please view our [STC policy](#).

## Customer Committed Date

Once all survey and planning activities have been completed, we will then provide you with a Customer Commitment Date (CCD) which is our committed delivery date to you for full service handover.

## Billing Commencement Policy

We recognise it's important for you to know when, and under what circumstances, we initiate billing for service(s). To help you understand this, please view our: [Billing Commencement Policy](#).

## Incident Management

Once your service is delivered, should you have a post installation outage or impairment of service, our Service Assurance team is here to support you 24/7, 365 days a year.

A trouble ticket can be raised and monitored through the relevant customer portal by following the instructions below. Alternatively, you can also contact the EMEA service desk directly using the contact methods outlined further below.

Following creation of the trouble ticket, the service operations team will direct the ticket to the appropriate fix agent and ensure you are updated with progress throughout the incident lifecycle to ticket closure.

If you do not know which legacy company your services originates from, please contact AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

Former CenturyLink	Former Level 3
Login to <a href="#">Managed Services Portal</a> 'Support' > 'Create New Ticket'	Login to <a href="#">Control Centre</a> 'Support and Maintenance > Trouble Ticket'
<b>Note: Site ID required</b>	<b>Note: Service identifier required</b>

## Contact Methods

### Former CenturyLink:

Customer Portal	<a href="#">Managed Services Portal</a>
Customer Portal Access	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>
EMEA Service Desk	+44 (0) 1183 226 100 (UK Geographic) +(00) 800 728 84743 (International Toll Free)

### Former Level 3:

Customer Portal Login	<a href="#">Control Centre</a>
Customer Portal Access	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>
EMEA Service Desk	+44 (0) 800 528 3848 (UK Geographic) +(00) 800 533 63273 (International Toll Free)

## Incident Escalation

You can also escalate via the numbers below depending on your legacy company.

If you do not know which legacy company your services originates from, please contact your AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

Former CenturyLink	Former Level 3
+44 (0) 1183 226 100 – Option 1	+44 (0) 1256 737 661

Due to the nature of 24/7 Support we have provided titles you will need to request when escalating.

### Former CenturyLink operations escalation path:

Escalation Level	Within hours	Out of hours
1	Operations Centre	Operations Centre
2	Operations Centre Shift Manager	
3	Operations Centre Manager	Operations Centre Shift Manager
4	<b>Gareth Hawkins</b> Director – Service Operations	Operations Centre Manager
5	<b>Douglas Goldie</b> Senior Director – Service Operations	<b>Gareth Hawkins</b> Director – Service Operations

### Escalation Line:

+44 (0) 1183 226 100 – Option 1

## Former Level 3 operations escalation path:

Escalation Level	Within hours	Out of hours
1	Incident Management Team	Incident Management Team
2	Service Desk Manager	Service Desk Shift Senior
3	Service Desk Senior Manager	Service Desk Manager
4	Claire Beswick-Wild Director – Customer Service	Service Desk Senior Manager
5	Thomas Jennings VP – Service Operations	Claire Beswick-Wild Director – Customer Service

## Escalation Line:

+44 (0) 1256 737 661

## Security (Inc. DDoS Mitigation Requests):

Global Security Operation Centre	For all security issues (Inc. DDoS mitigation), call <a href="tel:+442079044998">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 4, Opt 1, Opt 2)
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## Planned Maintenance

CenturyLink will undertake planned maintenance for scheduled changes or upgrades to infrastructure occasionally, so it's our duty to keep you notified prior to and throughout the process.

Below we have provided key information and contact methods for planned maintenance which have been split by legacy company.

If you do not know which legacy company your services originates from, please contact AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

Former CenturyLink	Former Level 3
Telephone: <a href="tel:+44201183226100">+44 (0) 1183 226 100</a> (Business hours only)  Email: <a href="mailto:request@centurylink.com">request@centurylink.com</a>	Telephone: <a href="tel:+44201256737661">+44 (0) 1256 737 661</a> (Business hours only)  Email: <a href="mailto:change.management.emea@centurylink.com">change.management.emea@centurylink.com</a>

## Former CenturyLink

Weekly Maintenance Notification informs customers of any local or global improvements to our network or infrastructure. In most instances, the Weekly Maintenance Notification will be sent as a reminder 24 hours prior to the scheduled work, with the exception of urgent maintenance actions, which will be handled as needed.

- Change Request Number (CRQ);
- Summary of Maintenance (Reason for Change);
- Customer Impact (Location, Impact Type and Duration);
- Time and Date for work completion.

## Former Level 3

CenturyLink will provide you with a Global Change Request (GCR) notification to include the following information:

- Global Change Request Number;
- Summary of Maintenance (Reason for Change);
- Customer Impact (Includes Router ID, Location, Impact Type and Duration);
- Time and Date for work completion.

## Planned Maintenance Escalation

For any issues or concerns with planned maintenance, please follow the escalation path below according to your legacy company. If you do not know which legacy company your services originates from, please contact your AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

### Former CenturyLink:

Escalation Level	Name	Contact Details
1	<b>Operations Centre</b>	+44 (0) 1183 226 100 <a href="mailto:request@centurylink.com">request@centurylink.com</a>
2	<b>Hosting Infrastructure Change Management Team On-Call</b>	+44 (0) 1183 226 100 (request to contact on-call personnel) <a href="mailto:hicm-hostinginfrastructurechangemanagement@centurylink.com">hicm-hostinginfrastructurechangemanagement@centurylink.com</a>
3	<b>Gareth Hawkins</b> (Director – Service Operations)	+44 (0) 750 1229 490 <a href="mailto:gareth.hawkins@centurylink.com">gareth.hawkins@centurylink.com</a>
4	<b>Douglas Goldie</b> (Senior Director – Service Operations)	+44 (0) 750 1229 490 <a href="mailto:douglas.goldie@centurylink.com">douglas.goldie@centurylink.com</a>

### Former Level 3:

Escalation Level	Name	Contact Details
1	<b>Change Management Coordinators</b>	+44 (0) 1256 731 731 (Option 1) <a href="mailto:change.management.emea@centurylink.co">change.management.emea@centurylink.co</a>
2	<b>Trevor Mortimer</b> (Manager – Change Management)	+44 (0) 791 7550 717 <a href="mailto:trevor.mortimer@centurylink.com">trevor.mortimer@centurylink.com</a>
3	<b>Paul Burton</b> (Director – Network Operations Centre)	+44 (0) 799 0550 902 <a href="mailto:paul.burton@centurylink.com">paul.burton@centurylink.com</a>
4	<b>Thomas Jennings</b> (VP – Service Operations)	+44 (0) 773 3014 334 <a href="mailto:thomas.jennings@centurylink.com">thomas.jennings@centurylink.com</a>



We offer paperless, electronic billing, so please contact us if you'd like to utilise this option. You simply need to provide us with an e-mail address where invoices will be sent and then we'll arrange the rest.

We always do our best to make sure that your invoices are as accurate as possible, but if there is a problem or you'd like to change a billing option, contact us via:

## Contact Methods

Customer Portal	<a href="#">Control Centre</a>
Telephone	<a href="#">+44 (0) 800 528 0028</a>
Email	<a href="mailto:emeabilling@centurylink.com">emeabilling@centurylink.com</a>

The above customer portals offer you self-serve opportunities such as:

- Requesting changes to your invoice by submitting an order request;
- Viewing and downloading invoices and call data records (CDRs);
- Raising any billing or payment-related enquiry or dispute.

Please provide as much detail as you can, along with a valid telephone number, so that we can contact you to confirm we have understood the details of your request, enquiry or dispute.

We aim to address all your requests, enquiries and disputes before your next billing cycle.

For customers with colocation or data centre services, we have provided some key information below to help you request, manage and govern access to our colocation spaces and data centres.

## Operating Hours

All sites are accessible 24 hours a day, 7 days a week. However, some areas inside the facilities, such as receiving docks or storage areas etc, may not be accessible. Where badge access is not available an escort maybe required. Access to your colocation space at a manned facility is available at most locations from Monday-Friday between 8am- 5pm local time, without incurring additional charges.

## Authorised Contact

The first important step is to setup an Authorised Contact. This is a nominated employee from your company who acts as a badge administrator. Your AD or professional services representative will be your point of contact and can help you register via our customer portal and request, terminate or govern physical badges.

We've highlighted the different types of access below and how your Authorised Contact can request each.

Type of Access	Definition	How to request
<b>Permanent Access</b>	Physical badge provided to your company's employees, resellers and vendors if frequently visiting a CenturyLink location during or outside of business hours	Portal: <a href="#">Control Centre</a> (Support & Maintenance > Colocation Requests > New Requests > Access Request > Select Region > Request Type > New Badge Request)  Phone: <a href="#">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 4, Opt 3)
<b>Temporary Access</b>	Temporary access to a CenturyLink site location for infrequent visitors ( < 5 days) or those without a physical badge during business hours.	Portal: <a href="#">Control Centre</a> (Support & Maintenance > Colocation Requests > New Requests > Access Request > Select Region > Request Type > Temporary Access Request)  Phone: <a href="#">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 4, Opt 3)
<b>Emergency Access</b>	Emergency activity must be carried out immediately to resolve a fault or service related issue (e.g.: rebooting a failed server)	Portal: <a href="#">Control Centre</a> (Support & Maintenance > Trouble Ticket > Emergency Access Request)  Phone: <a href="#">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 4, Opt 3)
<b>Escorted Access</b>	Access to a CenturyLink site location which requires the presence of our Field Tech Services (FTS) for on demand maintenance, installation, equipment removal, cabling or other support related services. This includes access to sites without electronic access and non-badge holders requiring access outside of business hours.	Portal: <a href="#">Control Centre</a> (Support & Maintenance > Trouble Ticket > Escorted Access Request)  Phone: <a href="#">+44 (0) 207 904 4998</a> (Opt 1, Opt 2, Opt 3)  Email: <a href="mailto:FTS@centurylink.com">FTS@centurylink.com</a>

Our customer portals are designed to help monitor and manage your CenturyLink services during the ordering, implementation and post-implementation phases. These portals give you and us a direct line of communication with one another, 24 x 7, from virtually anywhere in the world.

As part of your onboarding, we will walk you through the functionalities of your relevant portals.

Please use the information based on the legacy company with which your service originates as we work to integrate these portals. If you do not know which legacy company your services originates from, please contact your AD or [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com).

## Former CenturyLink:

Customer Portal	<a href="#">Managed services portal</a>
Customer Portal Access	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>

## Former Level 3:

Customer Portal Login	<a href="#">Control Centre</a>
Customer Portal Access	<a href="mailto:portalaccess@centurylink.com">portalaccess@centurylink.com</a>

As your strategic technology partner, we can offer you a wide portfolio of additional services to help you meet your business outcomes. See below for a summary of our key services.



## Adaptive Networking

**SD-WAN, MPLS / IP VPN, Hybrid WAN,  
Internet Access, Ethernet, Wavelengths, Dark Fibre**

Creating the right networking ecosystem for your individual organisation is an ongoing journey as your business evolves, so we offer a range of connectivity solutions to meet the needs of each location, service and app. Our hybrid connectivity offers public and private options via fibre or the public cloud, coupled with robust security solutions to protect your data and your organisation.



## Hybrid Cloud and IT Solutions

**Public / Private Cloud, Cloud Connect,  
Multi-Cloud Management, Colocation & Data Centre, Big Data**

Cloud adoption is essential to digital transformation. No matter where you are on your journey to the cloud, we can help meet your unique needs with dynamic, secure connections over our global network, which is densely peered with direct cloud connectivity for high performance. Multi-cloud orchestration provides choice, control and ease of management whether you are using public, private or hybrid cloud.



## Voice and Unified Communications

**Skype for Business, Cisco WebEx, SIP Trunking, Cloud-Based Telephony**

Your business' success depends on its ability to effectively communicate and collaborate, no matter where your people, data, apps and services are located. Our voice and UC solutions offer a range of options from TDM to VoIP, a full suite of collaboration tools and API capabilities to help you lower costs, simplify communications and increase productivity.



## Connected Security

**DDoS Mitigation, Active Threat Intelligence,  
Cloud & Premises based Security**

As new and more sophisticated threats appear and enterprise networks become more complex, it becomes harder to protect your business. Our security is built into our global network, not added on, for more robust protection – and it's designed to protect your integrity without affecting business agility. Our security services are integrated with threat intelligence, which is based on our unparalleled global threat visibility, to better predict and stop threats before they reach your business.



## Managed and IT Services

**Service Management, Project Management,  
Consulting Services, Infrastructure / OS Management**

Whether through cost savings or supporting new revenue streams, IT organisations are increasingly expected to contribute to the business' bottom line. To achieve this, IT must evolve and rapidly modernise. CenturyLink delivers comprehensive managed services and consulting expertise to help you manage your IT environments more efficiently, so you focus on your core business.



## Content Delivery

**(Video & Object Delivery, Digital Downloads)**

Enabled by the global CenturyLink IP network, the CenturyLink Content Delivery Network reliably and securely accelerates the delivery of content to your consumers, providing a quality user experience across a broad range of devices. Live sporting events. 24/7 TV channels. Breaking news. Huge broadcast events. Whatever your content is and wherever it needs to go, CenturyLink's content delivery services will help get it there.

To find out more, please contact your AD or email us at [emea.custexp@centurylink.com](mailto:emea.custexp@centurylink.com)