



State of Wisconsin - Contacts & Procedures

Account Team

Suzanne Meyer, Global Relationship Manager / Greg Gruman, Sales Manager

Office 608 718-2800 suzanne.meyer@centurylink.com

Manage National Government and Education accounts selling all voice and data products and services.
Team with technical support team to achieve end to end customer commitments.

Melanie Blair, Account Consultant

Office 402-998-6042 melanie.blair@centurylink.com and wisconsin.orders@centurylink.com

Post sales support and service delivery of complex communication solutions. The AC acts as an advocate for the customer, ensures orders are issued, due dates are met, escalates billing tickets, oversees accuracy of ordered items, handles customer inquiries and concerns and is the single-point of contact for the customer.

Steve Wick, Sales Engineer

Office 608-416-7815 steven.wick@centurylink.com

Work with customers to understand their requirements and be able to brief customers on CenturyLink's capabilities. Directly support account management teams to develop technology solutions for Government and Education customers.

Ed Lundberg, Service Manager

Office 608-796-5598 edward.d.lundberg@centurylink.com

Serves as focal point for all service related expedites and escalations on behalf of customer, notifies customer of all network outages and maintenance in a pro-active manner, manages customer Service Level Agreements.

General Account/Service Questions

- Account Level Changes or General Questions
 - Send an email to wisconsin.orders@centurylink.com for long distance services
 - Send an email to CareSTWI@centurylink.com for Local/Centrex services
 - Or call your Account Consultant, Melanie Blair, at 402-998-6042
- Helpdesk Numbers:
 - Control Center Portal: 877-726-6875, Option 1
 - Bill Analyzer Support: 877-726-6875, Option 1
 - Alternate Media Helpdesk (ASCII/FTP): 877-726-6875, Option 1
 - Conferencing Support: 800-485-0844



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Ordering

- **New/Change Orders (Long Distance, Toll Free, Calling Card)**
 - Send an email to wisconsin.orders@centurylink.com
 - Attach a completed order template
 - For New long distance orders, please ensure that you have requested PIC code **0432** when placing the service order with the local provider.

- **New/Change Orders (Conferencing)**
 - Send an email to wisconsin.orders@centurylink.com
 - Attach a completed Conferencing order template

- **New/Change Orders (Dedicated Circuits)**
 - Send an email to wisconsin.orders@centurylink.com
 - Attached a completed Dedicated order template
 - By submitting Order Form you're agreeing to keep the Circuit Billing for at least twelve (12) consecutive months. If disconnected prior to 12 month customer will owe CenturyLink remaining MRC for months up to twelve (12) plus waived NRC per State Contract.

- **Disconnect Requests**
 - Send an email to businessdisconnects@centurylink.com
 - Include the account number, a complete list of 10-digit telephone numbers, contact name and number for disconnect request.
 - Billing for Dedicated services ends 30 days from the date of the disconnect request

- **Toll Free Referral**
 - Send an email request to wisconsin.orders@centurylink.com with the following information:
 - Toll free Number
 - Referral Number
 - The referral message will be available, at no cost, for 180 days, at which point you will be given of the option of continuing the message with applicable charges, or disconnecting the toll free number.
 - Charges will apply if you wish to add a transfer to the referral number.



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Billing

- Questions/Dispute
 - Send an email to wisconsin.orders@centurylink.com
 - Or call your Account Consultant, Melanie Blair, at 402-998-6042
- Casual Billing
 - Any invoice received that doesn't have **STWI or WIAU** as the account name prefix indicates a casual account
 - Please send an email to wisconsin.orders@centurylink.com with the following information:
 - Account # of the casual account
 - Number billing on the casual account
 - What SOW account number/product acct the line should be billing to
 - CenturyLink will no longer be able to credit and re-rate all casually billed accounts. Instead, each Agency will be allowed a **one-time** credit for all casually billed accounts associated with their account.
 - As new lines are created by the Local Exchange Company and assigned to the CenturyLink PICC code of 0432, you will have **30 days** to let us know to have the account added to your STWI/WIAU Account to insure proper billing.
- Billing/Order Escalation
 - Melanie Blair, Account Consultant, 402-998-6042, melanie.blair@centurylink.com
 - Second Level: Chad Haines, 651-312-5520, chad.haines@centurylink.com
 - Third Level: Michele Wolf, 952-885-3940, michele.wolf@centurylink.com

Repair

- Repair Procedures
 - Call 800.524.5249 or Control Center Portal <https://www.centurylink.com/business/login/>
 - Please provide the following information:
 - Trouble location's CenturyLink account number
 - Affected service/circuit ID or ANI (phone number)
 - Description of problem
 - A recent call sample -- including exact time of call, originating number, terminating number, and symptom (e.g. fast busy, dead air, error message, etc.)
 - Call back person name and contact number (s)
 - After providing the customer with a trouble ticket number, a CenturyLink technician will monitor the trouble report and keep the customer advised of its status and clearance information. A ticket will remain open until the customer is satisfied with the restoration of the impacted service. Once the trouble has been resolved, the customer will be contacted directly, regarding the source of the problem and the nature of its resolution.
- Repair Escalation
 - Ed Lundberg, Service Manager, 608-796-5598, edward.d.lundberg@centurylink.com
 - Second Level: Peter Thompson, 602-512-2691, peter.thompson@centurylink.com
 - Third Level: Beth Mitchell, 602-716-3630, beth.mitchell@centurylink.com