

Lumen[®] - State of Wisconsin-Process and Procedures

Account Team

Rob Fritz, Account Director / Sean Cory, Sales Director

Office 612-336-3062 / Cell 612-250-4000 rob.fritz@lumen.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.

Steve Wick, Sales Engineer

Office 608-416-7815 steven.wick@lumen.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.

Carrie Palestino, Customer Engagement Advocate

Office 763-400-5623 / Cell 612-860-7667 carolyn.j.palestino@lumen.com

Post-sales support and handling of ongoing customer service not directly related to newsales projects. The CSM acts as an advocate for the customer, escalates billing tickets, general account maintenance, handles customer inquiries and concerns.

Mya Morcilio, Customer Engagement Associate

Office 763-400-5388 Mya.Morcilio@lumen.com

Serves as an overlay support to your Account team and is responsible for transactional quotes and for issuing all move/add/change orders and providing status.

Tabitha Slayton, Customer Care Manager

Office 614-689-6890 tabitha.slayton@lumen.com

Responsible for planning, directing and coordinating activities to ensure your project goals and objectives remain on track. Verifies and manages order processing for your new and existing orders.

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/DSL services**

- 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

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
 - Attach 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
 - Submit disconnect via the portal or use the webform <http://www1.level3.com/disco/disco.html>
 - Please fill out all steps and check the last two boxes.
 - Include the account number, a complete list of 10-digit telephone numbers, contact name and number for disconnect request.
 - Billing will stop 30 days out from date of request.
- SIP/VOIP
 - Send an email to MACDesk@lumen.com for change orders.
 - Include the account number, circuit and notes on request.
 - Send an email to iqsip_sd@lumen.com to request training.
 - Submit disconnect via the portal or via webform <http://www1.level3.com/disco/disco.html>
- Local Services
 - Send an email request to carestw@centurylink.com
 - Include, BAN, Order Contact Name, Number and Email Address, Order Description (Include: Product, Quantity, Site Name, Service Address), Features (Examples: VM, LD, PIC, Block 3rd party charges, Block 900) On Site, Contact Name, Number, Available Hours and Requested Due Date.

Billing

- Questions/Dispute
 - Submit a billing ticket via your Control Center Web Portal
 - Or send an email to wisconsin.orders@centurylink.com
- Casual Billing
 - Any invoice received that does not 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 and Ordering/Long Distance, Toll Free, Dedicated Services and Conferencing Escalation**
 - Carrie Palestino carolyn.j.palestino@lumen.com /Mya Morcilio Mya.Morcilio@lumen.com
 - Second Level: Kurt Walkenhorst, kurt.walkenhorst@lumen.com
 - Third Level: Todd Thompson todd.thompson15@lumen.com
 - **Ordering/Local Services Escalation**
 - Call 888-872-3538, carestwi@centurylink.com
 - Second Level: Lisa Alexander, 423-758-9790, lisa.c.alexander@lumen.com
 - Third Level: Jill Martain, 801-238-0351, jill.martain@lumen.com

Repair

- **Repair Procedures**
 - For **Long Distance Repair**, Call 877.453.8353 or Control Center Portal <https://www.centurylink.com/business/login/>
 - For **Local Services Repair**, Call 800-646-3630, Press 1 for Repair
 - 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**
 - Carrie Palestino, Customer Engagement Advocate, 763-400-5623 carolyn.j.palestino@lumen.com
 - Second Level: Danielle Norris, 720-387-3360 danielle.norris@lumen.com
 - Third Level: David Mueller, 720-888-2634, dave.mueller@lumen.com
- **Sales Escalation**
 - Rob Fritz, Account Director, 612-664-2456, rob.fritz@lumen.com
 - Second Level: Sean Cory, 515-645-6608, sean.cory@lumen.com
 - Third Level: Michelle Watson, 704 837 7608, michelle.watson@lumen.com
- **Sales Engineering Escalation**
 - Steve Wick, Sales Engineer, 608-416-7815, steven.wick@lumen.com
 - Second Level: Troy Garrett, 419-775-9228 james.t.garrett@lumen.com
 - Third Level: Kelly Dial, 651-312-7072, kelly.dial@lumen.com

