



## Service Delivery Management Plan

### Support for DIR/Customer Conferences

The CenturyLink Sales and Support team are available for customer conferences and support for DIR.

### Training

The CenturyLink Sales and Support team are available for training for both DIR and its customers as needed.

CenturyLink will provide personalized training as required by DIR for all end users on Control Center, Voice and Web Conferencing, Bill Analyzer, Contact Center solutions, and all other offered services as deemed necessary by CenturyLink and DIR.

### Technical Support

Depending on what part of the sales/ordering process DIR or its customer is at, depends on the technical support that will be available. If it is pre-sales technical support that is needed, then DIR or its customers can contact the Sales Engineers or Account Managers to assist with finding solutions to their questions. However, after the service has been implemented, then it may be best to contact the Service Manager, Client Support Manager or Account Director to assist. Contact can be made to any of these individuals through email or telephone calls. The team will promptly return your call and provide the support that is needed. If the team member is unable to provide the necessary support, then they will contact another member of the team or additional personnel within CenturyLink to assist.

NAME	TITLE	PHONE NUMBERS	EMAIL ADDRESS
Henry Glade	Lead Sales Engineer	O: (512) 338-5726 C: (512) 426-9871	<a href="mailto:Henry.B.Glade@CenturyLink.com">Henry.B.Glade@CenturyLink.com</a>
Larry Hudson	Service Manager	O: (210) 541-3133 C: (210) 541-8473	<a href="mailto:Larry.Hudson@CenturyLink.com">Larry.Hudson@CenturyLink.com</a>
Bruce Boggs	Sales Director	O: (512) 651-7405 C: (512) 800-0913	<a href="mailto:Bruce.Boggs@CenturyLink.com">Bruce.Boggs@CenturyLink.com</a>
Michelle Watson	Sr Director Sales (SLED)	O: (704) 312-7085 C: (919) 696-3116	<a href="mailto:Michelle.Watson@CenturyLink.com">Michelle.Watson@CenturyLink.com</a>
Mike Renard	Mgr, Sales Engineering	O: (321) 256-3870 C: (407) 616-3411	<a href="mailto:Mike.Renard@CenturyLink.com">Mike.Renard@CenturyLink.com</a>
Joseph Guastella	Client Support Manager (CSM)	O: (210) 541-3150 C: (210) 278-2180	<a href="mailto:Joseph.Guastella@CenturyLink.com">Joseph.Guastella@CenturyLink.com</a>
Rena Schrader	Account Director I (SLED)	C: (512) 415-0944	<a href="mailto:Rena.Schraderl@centurylink.com">Rena.Schraderl@centurylink.com</a>
Kent Myatt	Program Manager	C: (512) 791-5368	<a href="mailto:Kent.Myatt@centurylink.com">Kent.Myatt@centurylink.com</a>

### Transition Support

For customer's who are transitioning to CenturyLink, the CenturyLink dedicated account team is there to provide the necessary support. After initial contact has been made with the Account Director, introductions to the rest of the account team will be made. The pre-sales engineer will assist the DIR or its customers in fully understanding the solution that is being presented to them. Once the solution is determined, the CSM will work



on implementing the service. Updates to the customer will be done via email at least weekly; however, depending on the scope or what is requested, updates could be more frequent. After the service has fully transitioned to CenturyLink, the service manager will be there to assist with any issues that may arise. Additionally, the CSM will be available to the customer for any changes that may be necessary. All communications can take place via email or over the phone. The Account Director can be contacted at any point in the transition if additional support is needed.

### **Inventory/Asset Management**

Inventory/Asset Management will be available through Control Center or the CSM would maintain an up to date inventory on a secure Website.

#### ***Control Center Inventory Manager***

View inventory and configurations for your network services.

- *Toll Free numbers:*
  - Call plan configuration details
  - Make routing changes directly
- *CenturyLink iQ Networking:*
  - Circuit details
  - Manage quality of service (QoS)
- *Long Distance:* Switched long distance account details

### **Standard Reporting**

The standard reporting for Service Delivery Management would be maintained on a secure website. Most likely this reporting would be in an excel spreadsheet that showed the status of the project. The CenturyLink Account Team would work with DIR and its customers to develop any special requirements for this standard reporting. Control Center IQ standard reporting provides up to ten different variables to run the report on a single IQ port or you can choose one variable for up to 10 IQ ports you wish to see. The variables include Bandwidth Utilization in, out and total, Bits in, out, and total, Errors in out, and total, Discards Frames, in and out and Network Availability

CenturyLink will provide standard Customer Care reports as specified in the Vendor Reporting Guide provided during on-boarding.

### **Enhanced Reporting**

CenturyLink provides the option for Enhanced Reporting with a variety of CenturyLink products included, but not limited to:

#### ***iQ Networking Products***

If additional granularity is desired, CenturyLink offers the option to purchase an enhanced reporting feature that allows you to effectively manage and view your network performance within a CUG.

As an addition to CenturyLink iQ services, you can now choose the **End to End Performance Reporting** service option. End to End Performance Reporting is a valuable tool that allows you to view your network



performance statistics, such as availability, jitter, latency, and packet delivery, to effectively manage your network performance.

Report Views	Metrics
PE to PE	Availability
CE to CE	Jitter
	Latency
	Packet Delivery

Your monthly report will have two sections: a closed user group (CUG) summary and a detailed statistics summary. The CUG summary section provides an aggregate summary for all of your location statistics within a CUG. The detailed summary provides site-to-site statistics. Additionally, each section is broken down into provider edge to provider edge (PE to PE) measurements and customer edge to customer edge (CE to CE) measurements. The data contained in the End to End Performance Reporting service is measured differently than the goals contained in the CenturyLink iQ Networking SLA. This data is for informational purposes only and will not entitle Customer to any SLA credits.

The cost for enhanced Reporting is \$ 25.00 per port.

***EZ Route***

In addition to Control Center® for Toll-Free reports, EZ Route offers additional granularity reporting through the optional Enhanced reporting to include

- Summary or Detailed reports
- By Date or by range
- Call information
- Interactive voice response (IVR) time
- Hold Time
- Talk Time
- Dialed and transferred numbers
- Digits entered on prompts

***Long Distance Voice Services***

CenturyLink offers a wide variety of standard reporting options for the State’s Long Distance voice services. Through the Control Center web portal customers have the option for enhanced reporting by utilizing the Bill Analyzer billing tool. Bill Analyzer is a comprehensive online bill presentment, reporting, and analysis tool designed to provide the State or State’s customers with insight into their communications billing and usage. By viewing the invoices online and running simple reports, The State can easily analyze all cost and usage to ensure the services are being utilized more effectively.



**Trouble Resolution Processes & Procedures**

Reporting service issues with CenturyLink is intended to be an easy and consistent process. CenturyLink provides two avenues to open trouble tickets. You can open trouble tickets by calling the toll free number 800-524-5249 and speaking live to a CenturyLink representative in the Customer Support Center (CSC) or online via Control Center, the Web portal provided to all customer at no charge.

***National Network Service Assurance Team***

The CenturyLink customer support infrastructure is chartered to provide world-class customer support and to resolve issues on a first contact basis. With locations in Thornton, Colorado; Minneapolis, Minnesota and Arlington, Virginia; CenturyLink’s customer support teams are 24 x 7 x 365 and geographically diverse in order to enable high availability of center support for efficient management of work volumes.

The CSC Team provides premier trouble management designed to deliver one-call resolution. Representatives are equipped and trained to quickly diagnose issues, engage additional resources as necessary, and expedite any repair actions required.

***Trouble Handling / Priority Assignment***

CenturyLink employs a layered trouble reporting category classification model. As with the support level structure, this layered ticket classification model offers optimal efficiency in managing the trouble resolution and restoration process. Engagement of support personnel is based upon the priority levels assigned. The priority level classifications are assigned according to the following guidelines during initial customer support communication.

Priority	Trouble Ticket Priority Level	Time to Repair Target	Status Escalation
1	Business High	4 hours	1 hour intervals
2	Business Medium	8 hours	2 hour intervals
3	Business Low	12 hours	4 hour intervals

Three support menus are available to CenturyLink technicians to open trouble tickets with appropriate priority levels assigned, based on the criticality of the caller’s situation. The three priority classifications are:

Category	Description
Priority Level 1 <b><i>Business High</i></b>	Customer is experiencing total service outage or service degradation is present to an advanced degree.
Priority Level 2 <b><i>Business Medium</i></b>	Customer’s service is impaired, but the customer can still conduct business. This may also include intermittent problems that are so severe that they impact the ability to effectively conduct business.



Priority Level 3 <i>Business Low</i>	Customer is experiencing intermittent impairment problems (static, echo) that do not impact ability to conduct business, but may be annoying to the customer.
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***Control Center***

The Control Center Repair Manager allows the State to create trouble tickets, view and update all open trouble tickets (both those opened in Control Center or through customer care) as well as those that have been closed in the last 90 days.

***Service Manager***

In addition, as apart of your CenturyLink Account Team, the State has a Service Manager (SM). The SM acts as the State’s single point of contact and advocate for trouble ticketing, escalation processes, and root cause analysis. After the State or a State customer opens a ticket, the CenturyLink Service Manager should immediately be contacted to guide the ticket through to resolution. The Service Manager will assist with resolving and if needed provide escalation for service restoration should the State experience an interruption. In addition, the Service Manager will assist with reporting information such as utilization reports, circuit inventory, and escalation documentation. Your Service Manager is available to the State 24 x 7 through a toll free number.

**Escalation Procedures**

CenturyLink adheres to strict escalation standards and measurable timeframes. If active progress and meaningful status updates are not being made concerning the customer’s issue, CenturyLink technicians will escalate trouble issues internally and externally as required. Customers may request management escalations, but before escalating should consider active progress and meaningful status updates by CenturyLink representatives.

CenturyLink believes that communication related to service impairment is essential to maintaining a proper service provider-customer relationship. Providing meaningful information is just as important as frequent interaction. Most services have an established Time To Repair (TTR) goal of four hours. This goal, the priority level of the trouble, and the service type is the foundation for determining if an escalation is required. The repair center uses expeditors that continuously monitor the status of the ticket volume and ticket flow to ensure that tickets are being handled promptly and to direct work force priorities. Also included in your escalation monitoring is the Service Manager, who is your first point of contact regarding post-sale service issues and service interruptions. The Service Manager will assist with resolving issues and if needed, provide escalation for service restoration. In addition, the Service Manager will assist in providing circuit inventory and escalation documentation.

All voice and network products and services whose service impact qualifies under the condition of Priority Level 1 classification receive and status of 4 hour time to repair target.

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provided above under the header “Trouble Handling / Priority Assignment” during initial customer support communication.

**Customer Notification of New Services**

The Account Manager will notify customers of new Services awarded under the CTSA. In the past, CenturyLink has utilized several different methods for notification. We have sent out post cards and emails to customers who may be interested in the new services. The Account Manager will work with CenturyLink Marketing to determine the best way of letting customer know of new services available to them.