

THE MYLEVEL3 CUSTOMER PORTAL

PUTTING CONTROL OF YOUR LEVEL 3 SERVICES AT YOUR FINGERTIPS



Today's fast-changing business environment can make managing your business challenging. With anytime, anywhere access, the MyLevel3SM customer portal provides you with the convenience, control and confidence you need to run your business efficiently. With its simple navigation and feature-rich dashboard home page, the portal helps streamline the management of your Level 3 services and provides you with the reporting you need to make your job easier—saving you time and helping you control costs. Let the MyLevel3 customer portal show you how we can deliver more than just bandwidth.

Business Solutions

Intuitive Dashboard Home Page: The portal features an easy-to-use dashboard homepage that centralizes portal information and functionality across your key services for fast and easy anytime access.

Comprehensive Support Tools: Monitor, analyze and control your Level 3 services using self-service order, billing, reporting and service management capabilities.

Real-Time Visibility and Control: Support your business goals of revenue attainment, cost control and customer satisfaction by accessing customized, business-critical information in near real-time.

Direct Communication: Communicate directly with your order, technical and billing specialists on any open order, trouble ticket or billing request via the portal. Get the answers you need when you need them, and get files posted by your account team. Our Portal Support Center is also there should you need additional support.

Convenient Global Access: Enjoy the benefits of the MyLevel3 customer portal whenever and wherever you are, from virtually anywhere in the world, at no cost to you.

Control

What you want, when you want it, how you want it.

Confidence

Reliable and secure, a solution you can depend on.

Convenience

Anytime, anywhere access; efficient, faster, fewer clicks.

"Level 3 has spent an enormous amount of time and energy analyzing their customers' requirements to ensure that their MyLevel3 portal was designed to meet customer needs and provide real-time tools to empower customers to better operate their infrastructure and make better business decisions. The ease of use, data layout, and collection of online tools has put the power of real time self-service into our hands. Level 3 has by far the best portal for non-CDN services in this competitive market place."

– JF Choti, CTO for Major League Baseball Advanced Media

TECHNICAL FEATURES/CAPABILITIES

POWERFUL QUOTING CAPABILITIES

(Currently available to Resellers)

- Create, view, update quotes fast based on your negotiated pricing for transport, IP, and data services and promote quotes to orders

IN-DEPTH SERVICE INVENTORY

- Create a detailed inventory view by Account, Service Type, Product, or any other search criteria via search/filter options
- View a history of your billing inquiries and disputes, order requests, and trouble tickets for each service
- View a map of your sites and see which ones have open tickets or orders

ON-DEMAND ORDER CAPABILITIES

- View order status and track progress for voice, IP, transport and data services
- Create, cancel, change, disconnect orders for TN services
- Submit change orders for your services as your business needs evolve

SIMPLIFIED SERVICE MANAGEMENT

- Create, view, update, escalate or cancel trouble tickets; field tech requests, LNP and portal support tickets; view ticket history for performance trending
- Create Reason for Outage (RFO) requests
- Prepare for scheduled maintenance events with the Network Maintenance calendar
- Receive notification of trouble tickets and maintenance activities across services

ROBUST REPORTS AND NETWORK TOOLS

- Monitor Level 3 Network performance
- View, track and analyze usage levels using standard and custom reports (service level agreements, utilization, call detail records and more)

CONVENIENT AND SECURE BILLING

- Go "paperless"—view and download your Level 3 invoices online and create standard and custom billing reports
- Pay your invoices easily online with multiple payment options
- Submit and manage billing inquiries and disputes

Why Use the MyLevel3 Customer Portal?

Convenience: We handle all your tickets and requests with the same level of care, whether you open them through the portal or call us, but the portal saves time by putting information and management tools at your fingertips.

Support and Communications: You have access to comprehensive portal user support and education tools. Take advantage of our proven Portal Support Center or learn more about portal capabilities with tutorials, webinars and user guides.

Security: The portal is designed to provide secure and private access with two tiers of authentication to help ensure the protection and integrity of your network data.

MyLevel3SM, a proven customer portal, gives you 24/7 online access to the account management tools you need to get the most out of your Level 3 services. With its feature-rich dashboard homepage, the MyLevel3 portal helps increase your operational efficiencies by giving you all of your account and service information in one centralized location. Learn how the MyLevel3 portal can connect you with a proven service experience.

ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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