LUMEN®

Lumen® Solutions for Managed UC&C – Customer Help Guide

Managed SBC Services: **Microsoft Teams** (Direct Routing & Operator Connect) and **SBCaaS** (Webex, Zoom and other 3rd party calling)

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Purpose

The purpose of this guide is to provide customers with information on how to report incidents or outages to Lumen for the Managed UC&C Cloud services, including the Managed SBC environment, SBCaaS, Registration of Devices, Advanced Reporting and Analytics and Number Management. This also includes how to open a change request for Tenant Management (Day 2 MACDs).

Prerequisites

Most ticketing must be done via the phone. However customers can open tickets using Lumen Control Center (www.lumen.com/login) which is also used for Lumen® Voice Complete® services (Signing in to Control Center).

Note

When communicating with Support, please have your Service ID ready, or refer to your service as "Managed SBC" for any Teams related services (Direct Routing, Operator Connect, Tenant Management, etc.) or "SBCaaS" for any Hosted Cloud Solutions (non-Teams such as Webex, Zoom, & connections to other 3rd party calling applications).

If you are experiencing a widespread issue or outage and wish to call Lumen to open a ticket. If you believe your issue is related to your Managed SBCs services hosted by Lumen, please specify "Managed SBC" or "SBCaaS," per the above note. If your issue is related voice services from another provider, please open a ticket with your carrier, before opening a ticket for your Managed SBC with Lumen. **NOTE:** If your issue is with your Teams Tenant, you will need to have purchased Tenant Managed with Lumen, to open ticket with Lumen Support. If you have not purchased Tenant Management from Lumen, you will need to open a ticket with Microsoft.	Call Lumen North American UCC Repair team: 888-447-1119 or +1 303-389-4018

Be prepared to answer these questions and provide the noted information for the support technician.	For authentication, please provide your billing account number (BAN) and company name associated with this service.
	• Audio or application issue? • Are you able to reproduce the issue? • Has this issue occurred previously? • If so, when did this issue occur previously? • Did this issue only affect a single user? • Date/time of the issue • What is the version of the application that you used? • Telephone number being called • Telephone number called from • Email address of the user that had the issue • Site user is based out of • Detailed description of the issue • Steps to recreate the issue

If you are experiencing a widespread issue or outage and want to raise a ticket in Control Center. Sign in to Control Center and follow the guidelines as detailed to the right.	Creating a repair ticket When you get to step 5, if your service ID is not available, please make sure to choose the Service Type and Product below to correctly open and route your ticket: Service Type * : Conferencing Product * : Conf - MSFT Teams
If you are experiencing a technical issue with the UC Platform https://lumen.ucplatform.io/ and wish to call Lumen to open a ticket. The UC Platform may also be known as the "Lumen UC Portal."	Call Lumen North American UCC Repair team: 888-447-1119 or +1 303-389-4018

Moves, adds, changes, and deletes for Microsoft Teams (MACD - Day 2 PSTN Tenant Management)

Teams Tenant Management Service Request and Change Request:

- **Service Request**: The **implementation window is** fl**exible** and can be completed anytime, there is no SLA set for a Service Request window. And there are less than **20 configuration items** need modification at once.
- **Change Request**: When there are any number of configuration items, but the **implementation is scheduled for a specific time and date.** Or **there are more than 20 configuration items** need modification simultaneously, these will be submitted to our change team. The team will then process them through the formal change process.

Includes:

Lumen will provide a service desk to interface with the customer helpdesk, and includes:
- Provide administration support for the customer Teams tenant, including voice policies, voice routings and dial plans
- Provide MACD's for users
- Provide Microsoft native Teams Phone Number Management, Reporting and Analytics available within Teams Admin Center (TAC) available and supported reports can be viewed here

Lumen to provide Teams Service Administration:
- Microsoft Teams admin center and associated PowerShell controls.
- Manage voice – including voice policies, routing and dial plans and phone number inventory and assignment, (PSDR Only)
- Advanced troubleshooting tools to view user profile pages and troubleshoot user call quality problems,
- A call quality dashboard to access, monitor and troubleshoot tenant's call quality and reliability.

Exceptions:

- Customer is responsible for all 911/ emergency calling configuration in their tenant
- Customer is responsible for raising support tickets with Microsoft directly for support issues with the customers Teams environment. Tickets that require escalation to Microsoft need to be raised by the customer

Day 2 PSTN Tenant Management for Microsoft Teams (MACD)	Provide your billing account number/company name and provide details around the change request needed such as:
Call in: 888-447-1119 or +1 303-389-4018	
MACD tickets may also be opened in Control Center. You will follow the same process flow as the repair ticket process:	• User name • Location of user • Email address of user • Telephone number to be assigned • Voice policy (only allow national calls/ international calls, if required • Any further details to complete request
When you get to step 5, if your service ID is not available, please make sure to choose the Service Type and Product below to correctly open and route your ticket:	

Service Type * Conferencing ⌄ **Product *** Conf - MSFT Teams ⌄ Once a ticket is opened you can email any additional details that may be hard to capture over the phone	
Unisys PowerSuite: Number Management and Advanced Reporting & Analytics **Call in**: 888-447-1119 or +1 303-389-4018	Provide details on the specific service you have purchased. Please call your service "**Number Management**" or "**Advanced Reporting & Analytics**" when speaking with the support agent. Provide details regarding your issue or configuration request.
Registering device or configuring device in Teams Admin Center (TAC): **Call in**: 888-447-1119 or +1 303-389-4018	Please provide the following required information when opening a ticket: • Device Model/Type Device Mac Address Firmware Version • User / Use info • Account correctly licensed? Y/N

Moves, adds, changes, and deletes (MACD) for Zoom (Day 2 PSTN Tenant Management) Call in ONLY: 888-447-1119 or +1 303-389-4018 (No MACs supported in Control Center) Once a ticket is opened you can email any additional details that may be hard to capture over the phone.	Provide your billing account number/company name and provide details around the change request needed such as: • User name • Location of user • Email address of user • Telephone number to be assigned • Voice policy (only allow national calls/ international calls, if required • Any further details to complete request If you need to open a support ticket for an issue or outage related your Zoom service, use the Zoom support page: https://www.lumen.com/help/en-us/ucc/zoom.html
Repair tickets guidance: Create, manage, and view status on repair tickets in Control Center. You can also communicate with your Lumen technician as we work to resolve your issue.	• Creating a repair ticket • Viewing the status of a repair ticket • Searching for, sorting, and filtering repair tickets • Updating information in a repair ticket • Escalating a repair ticket • Closing a repair ticket • Creating a reason for outage (RFO) request • Viewing details for a potential repair ticket • Converting a potential ticket into a repair ticket • Dismissing a potential repair ticket • Viewing the status of a ticket without signing in
For repair escalations please see the Enterprise and Wholesale Repair escalation matrix.	• https://lumen.com/repairescalations

Below are the phone numbers and links to Lumen Repair, portal/portal guide, Portal Support:

Call Lumen North American UCC Repair team 888-447-1119 or +1 303-389-4018

Lumen repair ticket escalation: https://lumen.com/repairescalations

Control Center (Lumen portal): https://www.lumen.com/login

Control Center help: https://www.lumen.com/help/en-us/control-center.html

Lumen portal Help Desk: 877-453-8353, option 5

Managed UC&C Cloud service level objectives

Incident service restoration
Time to restore will be measured from the time customer opens a repair ticket with Lumen until the affected services are restored. Lumen will respond to incidents with an acknowledgement to you within 60 minutes from the time the repair ticket is opened and restore services within the following schedule:

Severity	Restore Objective
Priority level 1	4 hours
Priority level 2	8 hours
Priority level 3	20 working hours
Priority level 4	40 working hours

The severity level of each incident will be determined by Lumen based upon the following criteria:

Severity	Incident examples
Priority level 1: critical business disruption	A critical incident is occurring, and all users within the customer organization are unable to use the Managed SBC service. OR There is a total loss of any of the following across an entire customer organization or customer site; • Cloud-based SBCs on the HALOTM platform
Priority level 2: major business disruption	Major Incident is occurring, and the customer organization or customer site is experiencing the total loss of a key feature (e.g., advanced reporting & analytics or number management)
Priority level 3: minor business disruption	Minor incident is occurring, and the customer organization or customer site is experiencing; • Loss of a non-key feature of the service • Disruption to a key feature

	• Disruption to the cloud-based SBCs
Priority level 4: low business disruption	There is a loss or disruption to any of the services that is impacting individual users.

Scheduled and emergency maintenance

Scheduled maintenance

Lumen will undertake planned maintenance to conduct upgrades, changes, patches, and general maintenance. Planned maintenance will occur at prescheduled times and communicated with notice.

Planned maintenance may impact and/or cause minimal disruption to the service. The maintenance times will be scheduled to cause the minimum possible inconvenience if a disruption of service were to occur.

Emergency maintenance

On occasion, Lumen must perform emergency maintenance which can potentially impact or disrupt service. This type of maintenance is usually carried out as part of the incident resolution process. Lumen will give potentially impacted customers as much notice as reasonably possible.