CenturyLink Services – Customer Planned and Outage Event Notification Subscription User Guide

I. Purpose

The purpose of this guide is to provide CenturyLink Customers with a detailed guide for Unplanned Outage and Scheduled (Planned) event notifications. Use this guide when attempting to create a profile and edit a profile.

CenturyLink Data Service Outage Subscription is a tool that distributes Outage and Scheduled Event Notifications to CenturyLink customers based on the individual profile that is established, the customer can manage how they receive the notification (i.e., email, cell email, and pagers) and what type of notifications they receive.

__Notice:__ The CenturyLink Outage Subscription application is replacing the current Event Reporting Information Console (ERIC) application for planned and unplanned outage notification self-subscription. The existing ERIC accounts and rules will be imported into the new application. However, some rules may be deleted or modified to match the available services in the new application, so please log into the new application and verify that your rules still match your notification needs. Please contact your CenturyLink Account Representative to report any problems you encounter with the application.

II. Profile Management

A. Creating A General Profile

1. Launch the URL http://www.centurylinkservices.net/events in your web browser.
2. Under the "Login" section click on "Create Account" and then fill in the required information (See Figure 1).
3. Enter your "First Name/Group Name".
4. Enter "Last Name/Group Description".
5. Enter "Primary Email" should be any valid Internet-based email address.
6. Enter "Additional Emails" and/or "Wireless Emails" These are not required and can be added later. If you would like to enter multiple and/or additional emails or wireless emails, click the expand box button to the right side of the field to open a larger field for editing. Multiple emails should be separated with a comma.
7. When you are completed filling out all desired information click "Submit".
8. An email will be sent to that associated address with your temporary password. Please follow instructions in email.

CenturyLink Data Services - Outage Subscription

Create Account

Please enter your first name / group name, last name / group description, and primary email for your Outage Subscription account, and click the Submit button. Your initial password will be sent to your primary email. You may add additional email and wireless device (SMS) addresses to be notified.

First Name / Group Name

Last Name / Group Description

Primary Email

Confirm Primary Email

Additional Email(s) (separate with a space)

Wireless Email(s) (SMS) (separate with a space)

Notices sent to this type of device will be formatted differently and may be truncated.

Submit   Cancel

{Figure 1}

B. Logging In

1. Launch the URL http://www.centurylinkservices.net/events in your web browser
2. Log in by entering the primary email that is associated with your account and password, and click the Login button (See Figure 2)
3. If you were an existing ERIC user or have added a username. You can use you Username instead of email address to login
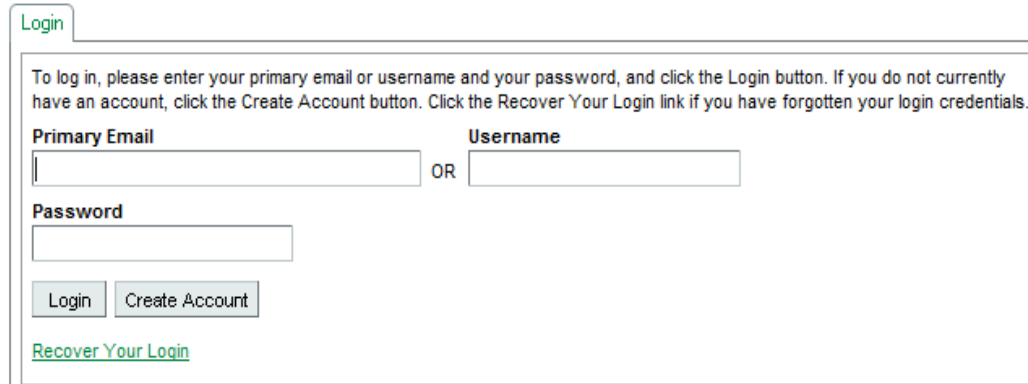
After successfully logging in, you will be redirected to the Subscriptions page where you can update your account information, edit your subscription rules, and view recent

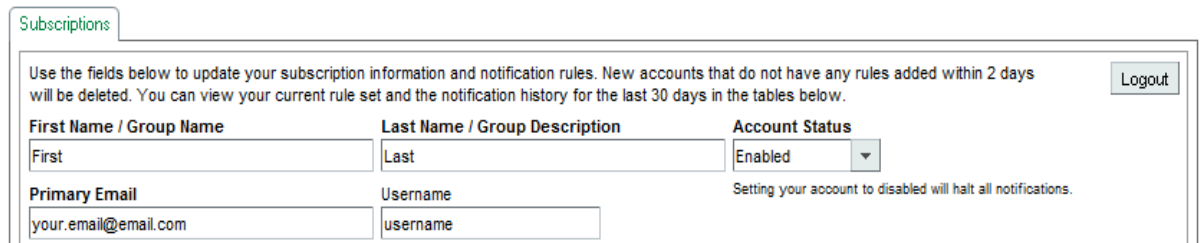notifications. See section IV for Outage Notification and Section V for Planned Events Notifications.

{Figure 2}

C. Logging Out

1. Click the "Logout" button at the top of the Subscriptions page. You will be redirected to the Login page (See Figure 3)

{Figure 3}

D. Recovering Your Login and Password

1. Enter the primary email that is associated with your account in both email fields
2. Click the Submit button (See Figure 4)

Your password will be changed, and an email with your username (if one is set) and a temporary password will be sent to the primary email for your account. Please change your password after logging in.

CenturyLink Data Services - Outage Subscription

Recover Login

Please enter the primary email for your Outage Subscription account in both fields, and click the Submit button. Your username (if one is set) and a temporary password will be sent to you.

Primary Email

Confirm Primary Email

[Submit] [Cancel]

{Figure 4}

E. Changing Your Password

1. Click the Change Password button on the Subscriptions page to be redirected to the   Change   Password page.
2. Enter your desired password in both password fields, passwords must be 8 characters long.
3. Click the Submit button.
4. Once your password is changed, you will be redirected to the Login page to log in again.

CenturyLink Data Services - Outage Subscription

Change Password

Please enter your desired password in both boxes, and click the Submit button. Passwords must be exactly 8 characters. When your password has been changed, you will be logged out and redirected to the login page.

Password

Confirm Password

[Submit] [Cancel]

{Figure 5}

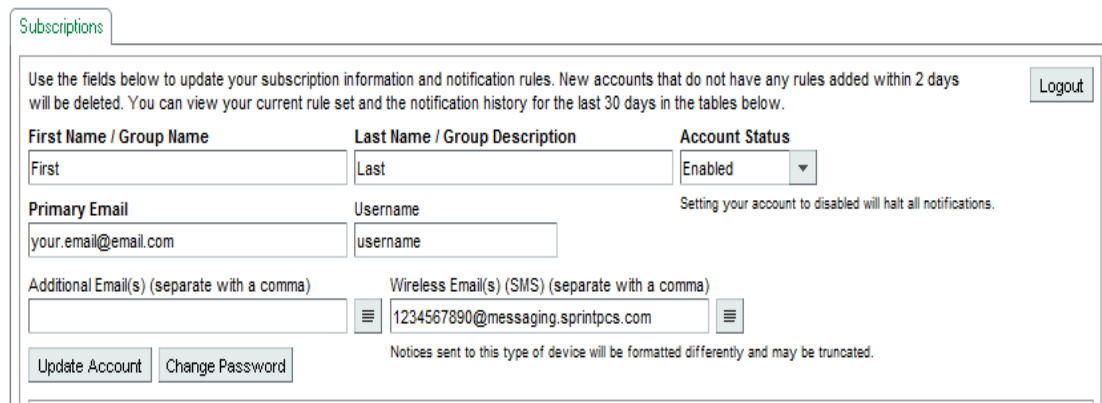### F. Updating Your Profile

1. Go to http://www.centurylinkservices.net/events
2. Log in using your email and password (If a username has been set you can use it to log in).
3. You will be directed to your subscriptions page. Update Information (See Figure 6).
4. Update "First Name/Group Name" and "Last Name/Group Description".
5. Update "Account Status" (Setting your account status to Disabled will halt all notifications until   you set it to Enabled again).
6. Update "Username" to use when logging in. This is not a requirement.

7. Update "Primary Email" or "Wireless Email (SMS)" you would like to receive notifications
8. Update "Additional Email" or "Wireless Email (SMS)" for an example of a Wireless email see
9. To enter multiple additional emails or wireless emails, click the expand box button tothe right side of the field to open a larger field for editing. Multiple emails should be separated with a comma. Wireless emails will only receive notifications for subscription rules that are created with the Include SMS option set to YES in the Rules fields (see section VIII.).
10. Click on "Update Account".

{Figure 6}

III.   Creating and Deleting Subscription Rules

A. Scheduled / Planned Events = Creating a Rule

1. Go to http://www.centurylinkservices.net/events
2. Log in using your email and password (If a username has been set you can use it to log in).
3. You will be directed to your subscriptions page. Setting up specific Rules will be towards the middle of the page. Start at the "Event Type". (See section IV, Field Definitions)

   a. Select Event Type (Planned or All)
   b. Notice Type: Technical or Non Technical
   c. SMS: Y/N
   d. Service: see Section IV, Field Definitions – only 1 service can be selected
   e. Severity: Leave Blank
   f. Enity Code: Leave Blank
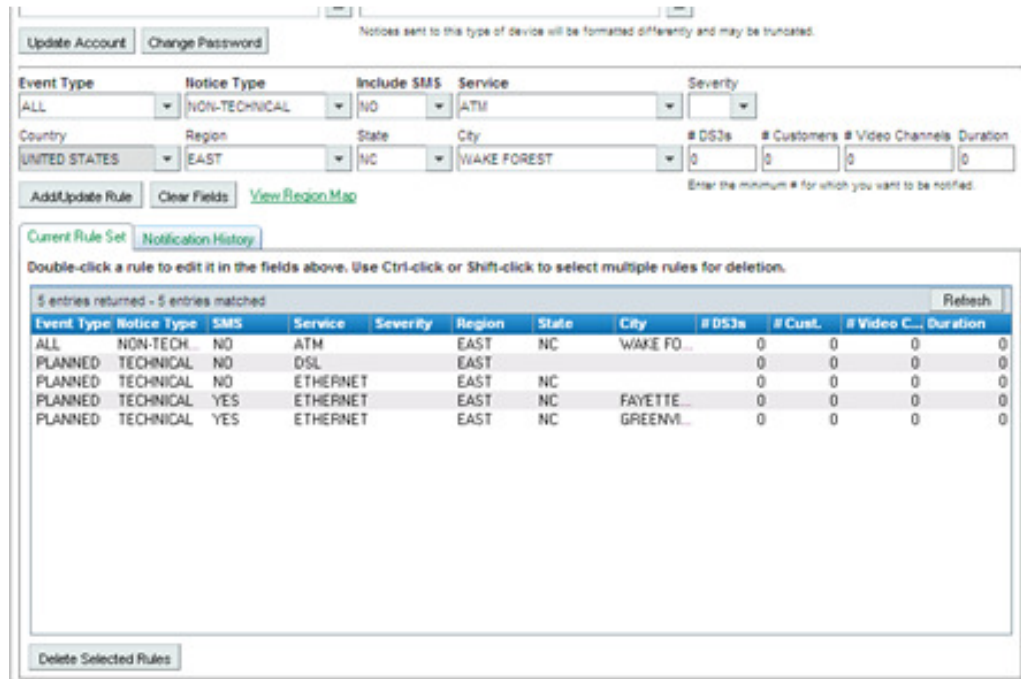
g. Trouble Category: Leave Blank

h. Country: United States

i. Region: see Section IV, Field Definitions (if only Region is filled in with no States or City all notifications for the Region for selected service will be received)

j. State: use pull down to select. (If Region and State are filled in with no City all notifications for the State for selected service will be received)

k. City: Select City from the pull down

l. #DS3, #Customer, #Video Channels and Duration: Leave as 0

4. Click the "Add/Update" Rule button.

NOTE: A separate subsription rule needs to be built for each service type to receive notification along with the associated Region, State and/or City.

B. Outage / Unplanned Events = Creating a Rule

1. Go to http://www.centurylinkservices.net/events

2. Log in using your email and password (If a username has been set you can use it to log in).

3. You will be directed to your subscriptions page. Setting up specific Rules will be towards the middle of the page. Start at the "Event Type".

4. Select Event Type (Unplanned), Notice Type, in SMS option, and service.

5. Click the "Add/Update" Rule button.

- You may also make your rule more specific by selecting a severity, entity code, trouble category, region, state, city, the minimum number of DS3s, customers, or video channels affected, and the duration of the event. Leaving these optional fields blank or set to 0 means you would like to receive notifications for all of the entries in the corresponding field.
- States are filtered by the selected region, and cities are filtered by the selected state. If you would like to clear your selections and start over creating a rule, click the Clear Fields button.
- If you would like to edit an existing rule, double-click it in the Current Rule Set table to load its values into the selection fields.
- If you are not familiar with which states are included in each region, click the View Region Map.

{Figure 7}

C. Deleting a Rule

1. Click it in the Current Rule Set table.
2. Click the Delete Selected Rules button.
3. You can select multiple rules to be deleted by using Ctrl-click or Shift-click.\

D. Viewing Your Notification History

The Notification History table will allow you to view the last 30 days worth of notifications. To view a notification in a pop-up window, double-click it.

IV. Field definitions

Field	Description
Event Type	Any activity that has the potential to interrupt service is considered an event. The event may be a planned event, as in the case of normal maintenance activities, or an unplanned event due to weather, disaster, or any activity that causes an unexpected loss of service or redundancy.
Notice Type	Non-Technical notifications include information regarding outage times, estimated time of restoral and latest update. Technical notifications will include additional information about the event.
Include SMS	Select YES in this field if you would like to receive a brief text message to your wireless device.

Service	Services are directly related to products supported by the CenturyLink Network Reliability Operations Centers (NROCs). Some examples of services offered by CenturyLink include Ethernet, DSL Line, and Internet. Service Definitions are list in the following table. Service NSM-EMS WEB REMARKS 911 ATM CHOICE TV CLEC DATA CLEC VOICE CORE OPTICAL NETWORK DSL ETHERNET FRAME RELAY HOSTED SERVICES INTERNET MNS MPLS NSM ▶ SMART IP (SIP) VIDEO EQUIPMENT VIDEO MDU VIDEO PRISM VOICE VOIP (clear)
Region	Central: AR, CO, KS, LA, MO, MS, OK, TX East: AL, FL, GA, NC, NJ, PA, SC, TN, VA Midwest: IA, IL, IN, MI, MN, ND, NE, OH, SD, WI Northwest: ID, MT, OR, WA, WY Southwest: AZ, CA, NM, NV, UT
Severity	Severity defines the level of impact to the network or customers. The higher the number of customers impacted or DS3s down, the higher the severity. The severity levels, which are also mapped to color codes, are listed below. Not used for Planned Notifications.
Entity Code	CTL – All legacy CenturyTel services and all legacy Embarq data services (CTL will be used for all rules that do not have an entity code selected.) (Not applicable)
Trouble Category	Used by the NROCs in association with service to provide a more granular report of the event. (Not applicable)

# DS3s	The number of DS3s impacted by the event. A DS3 has the same capacity as 28 T1s. Not used for Planned Notifications.
# Customers	The number of customers impacted by the event. Not used for Planned Notifications.
Video Channels	The number of video channels impacted by the event. Not used for Planned Notifications.
Duration	The duration of the event in minutes. Not used for Planned Notifications.

V.   Outage Criteria / for Unplanned Events Only

Voice Outage: 15 minutes of duration or more than 50 customers or 1 DS3

Data Outage: 15 minutes of duration or more than 5 customers (includes IPTV)

Major Outages:

1. 1,000 or more customers for voice and data
2. 250 or more IPTV customers
3. Transport outages impacting the equivalent of 1 or more DS3s
    - **Severity 1** = 30,000 or more customers
    - **Severity 2** = 5,000 customers and/or 48 DS3s
    - **Severity 3** = 1,000 customers and/or 1 DS3
    - **Severity 4** = Less than 1,000 customers
    - **LOR** = Loss of redundancy
4. Notifications are sent upon event initiation and resolution. Interim updates are provided as new information becomes available.
5. Status, color, and severity level or LOR is included in the subject line of the notifications. Severity levels are mapped to colors as follows:
    - Severity 1 = Red
    - Severity 2 = Orange
    - Severity 3 and 4 = Yellow
    - **LOR** = Blue
6. Loss of redundancy (LOR) notifications are not outages from a customer impact perspective, but they are distributed as severity 4 notifications due to the risk of an outage and the special handling required.
7. QC and QCC event notifications do not always include customer or DS3 counts, but they are always mapped to a severity level. Therefore, when building subscription rules with the QC or QCC entity codes, always select the lowest severity level of outage notifications you wish to receive. For instance, if you

want to receive all severity 1 and severity 2 outage notifications, then select a severity of 2. If you want to receive all severity 1, 2, and 3 outage notifications, then select a severity of 3

NOTE: *Individuals who work in the National organization are prohibited from receiving outage notifications of local entities. Do not sign up for CTL, NSN, or QC entities if you support the national network. There are no restrictions for individuals who work in the local organization from receiving national outage notifications.*

VI.   Outage Notification Examples

SMS Message:

ST. LOUIS, MO-0cust, DS3:0, Dur:0Day14Hr1Min, SvcAff: | Test Notification

Technical Message:

Severity Color:	Blue
Outage Ticket Number:	463911
Event Start Date/Time:	2011/05/19 19:00 CST6CDT
Event ETR Date/Time:	Not Provided
Event End Date/Time:	Not Provided
Outage Description:	No customer circuits reported down. No conference bridge opened. Repair Status: Off-Net over Level-3 completed splicing at 20:39 All alarms have cleared
Facility/Services	CORE OPTICAL NETWORK (0)

Impacted:

Locations Impacted: ST. LOUIS, MO

Action Taken: Test notification

If there are any problems or if you need immediate assistance, please call us locally at 407-621-3800 or toll free at 1-800-603-8044 options 1, 1.

You can view open events and modify your subscription rules at http://www.centurylinkservices.net/events.

Thank you,
CenturyLink Network Operations

Non-Technical Message:

CenturyLink ™

Outage # 464169 has impacted the ETHERNET service(s) in (MIDWEST, IA, ALBERT CITY). CenturyLink technicians are working quickly to address the issue and will provide an update when the outage has been resolved. As a valued customer we appreciate your patience as we work to improve your service.

If there are any problems or if you need immediate assistance, please call us locally at 407-621-3800 or toll free at 1-800-603-8044 options 1, 1.

You can view open events and modify your subscription rules at http://www.centurylinkservices.net/events.

ThanYou,
CenturyLink Network Operations

Planned Event Message: (External & Technical)

CenturyLink™

CenturyLink Planned Change Event Notification - Ticket # 11293988

Date/Time of Event:	04/02/13 12:01 AM EASTERN - 04/02/13 01:01 AM EASTERN
Services Impacted:	ETHERNET
Locations Impacted:	Littleton, NC
Devices Impacted:	A7LTTNNCXA02W

Notice:

03/26/13 03:47 PM EST

CenturyLink technicians will perform a hardware upgrade in the listed market. There should be no impact during this event.

Master Event ID: 11293988

You can view a history of notifications and modify your subscription rules at http://www.centurylinkservices.net/events.

Thank you,

CenturyLink Network Operations

VII.   Revision History

Revision No.	Revision Date	Revision Description	Author
1.0	October 31, 2011	Document Created	Janet Mahan
2.0	March 13, 2013	Document updated into new CTL format and added scheduled maintenance steps and OpsNews information	B. Cooper/Greg Scott