

Lumen Network Repair

Network Repair Procedures

When repair issues are identified on either the CenturyLink network or your maintenance covered equipment, report the problem to the repair number listed to the right. Please be prepared to provide the following:

- Complete telephone number/s or circuit IDs.
- Location of trouble, contact name and number for access arrangements, building name and address.

Obtain the following from the Centurylink

Repair Center for tracking purposes:

- Trouble ticket number and name or initials of person opening ticket.
- Estimated repair time and date. If the estimate is not acceptable, request a supervisor to negotiate an acceptable repair time and contact your service manager or account team immediately.
- Obtain agreed upon times for status updates, and request notification upon trouble resolution.

You may contact the repair center at any time for a status. Please contact your service manager or account team for assistance at any time for help with repair issues.

Trouble Reporting Repair Numbers

9-1-1 Repair **800-357-0911**

Lumen iQ/MPLS **877-886-6515**

- IP NOC
- iQ Internet

Lumen Long Distance **800-524-5249**

- Voice - LD-Switched,
- Dedicated & 800#s

Lumen Local Services

- PRI, T-1 **888-678-8080**
- POTS **800-214-8043**
- DSL **800-247-7285**

Classic Centurylink Services

- 9-1-1 **877-433-1989**
- Voice, T-1, PTP **888-230-4404**
- Business Repair **800-786-6272**
 - DSL, B-1, Centrex

Control Center Support **877-726-6875**

- (QControl)-Online Tool