

SUNCOM Communication Services (SCS) related issues such as outages or degraded performance should be reported to Lumen. This can be accomplished by either way of the Lumen portal, <https://www.lumen.com/login> or by calling toll free number 833-878-6266 (833-8SUNCOM). An associated Lumen reference number should be obtained once the report has been submitted.

After Lumen has researched the report or the issue is related to a major outage, escalation requests can be submitted to the SUNCOM Network Operations Center (SNOC) via the SUNCOM Incident Management System (SIMS) at <https://portal.suncom.myflorida.com/support/#/>.

Escalation requests outside of normal business hours can be made via the SUNCOM toll free number: 888-478-6266 (8884SUNCOM) and selecting options 1, 1, and 8. The Lumen reference number is required to request an escalation.

## Centurylink/LUMEN Trouble Reporting - NOC Information by product

### 24x7 repair numbers -- 833-878-6266 (833-8SUNCOM) Routing

Service	IVR Choice	Service Description	Options after initial IVR choice	Email Address
Category 1 - Hosted Collaboration Solution	1	HCS - Hosted Collaboration Solutions	Each number is unique to customer	ME-Help@centurylink.com
Category 1 - Hosted VOIP	2	Hosted VOIP	Option 1, 2, 2, 3	
Category 2 - SIP	2	SIP Trunks	Option 1, 2, 2, 3	
Category 3 - Hosted Contact Center	3	Hosted Contact Center		<a href="mailto:cco.tier2@lumen.com">cco.tier2@lumen.com</a>
Category 4 - Centrex	4	Phone Repair and PRI Centrex Advanced Service team (AST)		
Long Distance, Toll Free	5	Long Distance, Toll Free	Option 1, 2, 2, 3	
iQ Networking for non MFN2 sites	6	IP NOC IQ Internet/ Ethernet	Option 1, 2, 1	
Cisco CPE Support	7	Direct Cisco CPE Support	Option 3, 1	
Managed LAN	8	Managed LAN	Meraki - Option 1 Tailored Experience - Option 2	
IP Failover (SD-WAN)	9	IP Failover (SD WAN)	Option 1, 2, 4, 2	
Lumen Cloud Connect	9	Circuit ONLY Trouble	Option 1, 2, 1	
SD-WAN	9	NMS, SD-WAN, Managed Office	Option 1, 2, 4, 2	

Escalation requests outside of normal business hours can be made via the SUNCOM toll free number: 888-478-6266 (8884SUNCOM) and selecting options 1, 1, and 8. The Lumen trouble ticket number is required to request an escalation.

Enterprise Repair Escalations: [www.lumen.com/repairescalations](http://www.lumen.com/repairescalations)