

## Level 3 Procedures for Trouble Reporting

- Customer calls Level 3 National Repair Center at 1-866-618-6261. Select the option for opening a new ticket, then select the option for data or voice repair.
- Customer Service opens a trouble ticket (repair center is operational 24 hours a day 7 days a week).
- NRC gives customer a trouble ticket number to use as a reference.
- If customer wishes, they can call Kelly Gallagher with ticket number and local office can monitor results.
- Level 3 Trouble Ticket #: \_\_\_\_\_
- Date: \_\_\_\_\_
- Time: \_\_\_\_\_
- Level 3 Contact: \_\_\_\_\_