

## FREQUENTLY ASKED QUESTIONS

### MYLEVEL3<sup>SM</sup> CUSTOMER PORTAL INVOICE MANAGEMENT AND BILLING REQUEST CAPABILITIES

#### What is the MyLevel3 Customer Portal?

The MyLevel3 customer portal is a one-stop online tool that enables you to monitor and manage your Level 3 Communications® services with the click of a mouse. As a single point of secure access, the Portal allows you to have a direct line of communication with Level 3 and helps you achieve operational efficiencies by offering near-real-time information that enables you to make fast and informed decisions about your business.

The screenshot displays the MyLevel3 Customer Portal interface. At the top, there is a navigation bar with links for Home, Service Inventory, Orders, Reports, Support & Maintenance, Network Tools, Billing, and Site Admin. The 'Billing' menu is expanded, showing options for Invoice Management, uCommand Invoices, and Billing Requests. Below the navigation, there is a search bar and a 'Recent Activity' table. The table lists various activities such as Trouble Tickets, Orders, and Invoices, with columns for Activity Type, Description, Location, Status, and Last Updated. To the right of the table, there is a 'Summary' section with a bar chart showing the number of tickets by status (Active, Closed) over the last 7 days. The chart indicates 4 total tickets, with 1 active and 3 closed. Below the chart, there is a 'Level 3 News' section. The page also includes a map of the United States and a 'Feedback' link on the right side.

Figure 1: MyLevel3 Portal Home Page - Showing Billing Options

#### What is the Invoice Management capability in the Portal?

A robust online bill reporting, analysis and payment solution allows you to transform your billing data into valuable business information that can be leveraged throughout your organization. Invoice management allows you to:

- **Create standard and customized invoice reports**  
Create reports specific to your organizations' analysis needs. View, download, and analyze invoices in multiple formats including PDF, XML, or CSV for offline use. Email notifications will alert you of new bills, detailed data or scheduled reports that are ready to view and download.

- **Allocate charges among cost centers**  
 Customized hierarchies align costs to your unique organizational structure, enabling the monthly cost allocation process to be done in just minutes.
- **Go green by turning off your paper invoice**
- **Billing and usage data identical to your paper bill can be found within the Portal. Gain access to:**
  - 13 months of historical information, printable and exportable statements and reports for offline storage and management.
  - Three (3) months of detail data.
- **Pay invoices one time or every month using MyLevel3 customer portal (North American customers only)**  
 Make payments from your bank account choosing ACH functionality within the portal.

### What are the key features of Invoice Management?

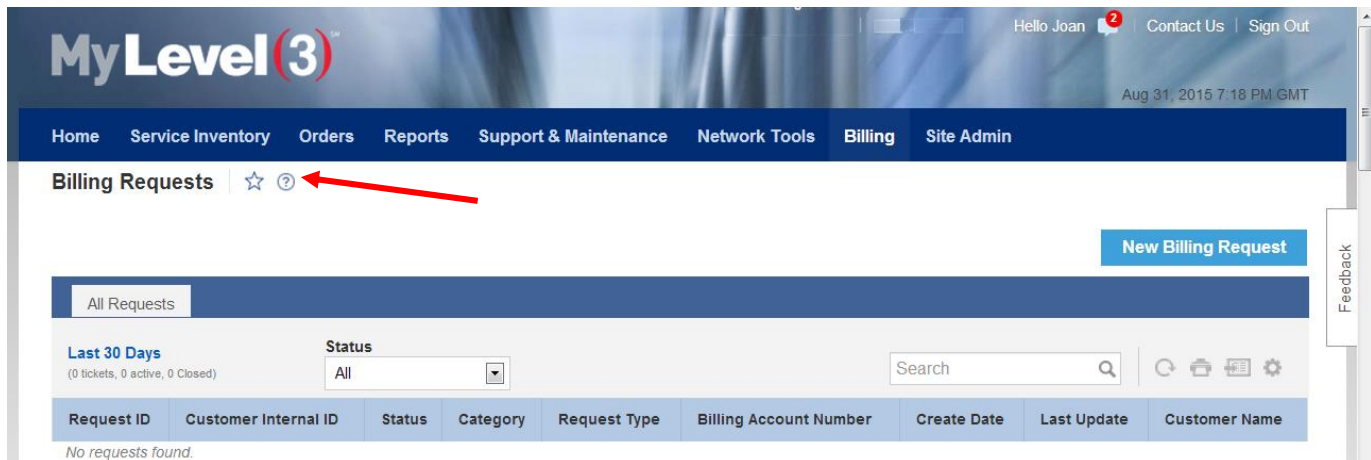
- [Bill Presentment](#), [Bill Analysis](#), [Bill Payment](#)
- [Cost Allocation](#)
- [Paperless Billing](#)
- [Setup & Options](#), and [Help](#)

See pages 5 to 5 of this document for detailed information regarding each of these features.

**Figure 2: MyLevel3's Billing > Invoice Management - Statements Page (North America)**

### What is the Billing Requests capability in the Portal and what are its key features?

This easy-to-use capability allows Level 3 customers to manage billing requests end-to-end. The key features of Billing Requests include the abilities to create, view, update and cancel requests, as well as communicate with a Level 3 Billing Analyst (via Notes capability). Management of billing requests online applies to: billing requests, payment and collection inquiries, name, and address changes and billing disputes.



**Figure 3: MyLevel3 Portal - Billing > Billing Requests (arrow shows Help Icon)**

### Who are typical users of Invoice Management?

You can benefit from the suite of functionality regardless of the size of your business or the services you buy from Level 3.

#### More flexibility in organizing and viewing Level 3 data will benefit larger customers that:

- Are interested in cost control
- Rank telecommunications expenses as a significant budget item
- Have many services/accounts
- Need to allocate costs across multiple departments or locations
- Need to control user behavior (i.e. phones, call centers, expenses)
- Need to track calling patterns for sales and marketing

#### A smaller business customer may find it very useful to:

- Have easy, online access to view their voices and pay their invoice online
- Access Call Detail Records (CDR's)
- Compare invoice charges across different months with a single mouse click

#### Which organizational roles typically use Invoice Management?

- Telecommunications Manager
- General Manager or Owner
- Finance/Accounts Payable
- Management
- Marketing
- Sales
- Customer Support

#### What are the key customer benefits of Invoice Management?

- **Convenience — “Anytime, anywhere access...Quicker, faster, fewer clicks”**
  - Simple access : Single login through Level(3)Enabled Portal
  - Bill presentment: Consolidated statements for easy review and multi-account payments with bill history.
  - Bill analysis: Reports automatically delivered via email to specified distribution list
  - Bill payment: Auto-pay functionality
  - Cost allocation: Quick, easy reports with the ability to upload existing hierarchies

- **Control — “What I want, when I want it, how I want it”**
  - Bill presentment: Single or consolidated statements with the ability to drill down from summary to detail; paperless billing enrollment available
  - Bill analysis: Mark-ups for re-billing
  - Bill payment: Multiple payment options (real-time, auto-pay)
  - Cost allocation: Multiple hierarchy functionality for various cost-allocation reports
- **Customization — “My data presented in a way that’s relevant to my needs”**
  - Bill presentment: User-defined statement and account descriptions
  - Bill analysis: Customizable reports and filters with multiple designs, fields, calculations, delivery methods, file types, frequency and distribution preferences
  - Bill payment: User-defined payment preferences
  - Cost allocation: Hierarchies and cost allocation to align with unique organizational structures
- **Confidence — “Reliable and designed for security...a solution I can depend on”**
  - Bill presentment: Accurate online statements consistent with paper bills; online payments history up to 12 months
  - Bill analysis: Easy access to detailed data
  - Bill payment: Secure transactions through 128-bit SSL encryption, including storage of payment and password information
  - Cost allocation: Automated reports remove ‘human error’ associated with manual allocation
  - Online help: Online tutorials and help, so you can gain skills quickly

### **Why did Level 3 invest in developing these capabilities?**

As part of our ongoing efforts to improve your customer experience and provide you with better access, insight and control to your invoice and financial data, Level 3 made a sizable investment in deploying electronic bill presentment, payment and analysis capabilities. The solution should equally benefit Level 3’s large, mid-size and smaller customers.

## **ACCESS**

### **How can I access these new capabilities?**

These capabilities can be accessed via the MyLevel3 customer portal. If Level 3 has not already granted you access, or you have not yet signed up for the MyLevel3 portal, you can gain access by following the standard enrollment process. Contact your Level 3 Sales representative or visit <http://customerportal.level3.com> for registration information.

### **Already a MyLevel3 Customer Portal user?**

The Invoice Management and Billing Requests functionalities can be accessed under the Invoices tab on the portal. Simply click on *Invoice Management* or *Billing Requests* tabs and select your desired functionality.

## **COST**

### **Is there a fee?**

No. All features and portal capabilities, including the Invoice Management capabilities, are available to Level 3 customers free of charge.

## FEATURES

### What functionality is available with each key feature?

- **Bill Presentment**
  - View current statements and 13 months of historical statements for all Level 3 accounts.
  - View detail data for three (3) months for all Level 3 accounts.
  - View single statement or consolidate multiple statements to easily see total costs.
  - Compare current costs to historical data to quickly identify unanticipated variances and analyze cost/usage trends.
  - Print or export (PDF, CSV, and XML).
- **Bill Analysis**
  - Gain immediate access to pre-defined Summary and Detail reports:
    - Charge Detail
    - Usage Detail
    - Statement of Account
    - Account Aging Summary
    - Credits and Adjustments
    - Credit Note Summary (EU only)
  - Access customized reports to meet specific reporting needs.
  - Access customized filters to quickly extract specific information from high volumes of data (calls made to a specific number, costs greater than a specific value, calls made during a certain timeframe).
  - Schedule automated reports for recurring delivery to user and additional recipients.
  - Run reports against multiple levels of the organizational structure (corporate, departmental, individual, geographical).
  - Print or export table and graph reports (PDF, CSV, XML, JPG, and PNG).
- **Payments (available to North America customers only)**
  - Make individual account payments
  - Schedule automatic monthly payments or store payment sources to quickly manage payment process.
  - Print remittance slip for offline payment.
- **Billing Requests and Dispute Management**
  - Submit/manage (view, update, cancel) billing requests, disputes, payment inquiries, name and address changes.
  - Communicate with a Level 3 billing analyst on each request via Notes section.
  - Gain better visibility into how request is handled until resolution.
- **Cost Allocation**
  - Allocate accounts and services to a unique organizational hierarchy with built-in hierarchy functionality.
  - Run a monthly Cost Allocation report with just a few clicks.
  - Print or export (PDF, CSV).
- **Paperless Billing**
  - Eliminate unnecessary paper bills by accessing all statements online.
  - Receive email notifications when new statements are available.
  - Print remittance slip for offline payment.
- **Setup & Options**
  - Add and manage users by selecting permissions and aligning visibility to a specific area within the organizational hierarchy.
  - Apply customized mark-ups to reports for re-billing.
  - Define personal and business phone numbers to enforce employee calling policies.

### **How often will new statements appear online?**

New statements are posted to the site once per month, shortly after a bill is created. An e-mail will be sent notifying you that a new statement is available. If you do not want to submit your payment online, you can print off a remittance page through the Portal and mail in your payment.

### **What are the browser requirements for the MyLevel3 Invoice Management capabilities?**

MyLevel3 supports these Internet browsers: IE 9 or higher, Firefox, and Chrome.

## **SUPPORT AND TRAINING**

### **How will Level 3 support customers for the new capabilities?**

There will be no changes in the customer experience — you can continue to access the Portal Support Center at 877-8LEVEL3 for any questions or issues you may have.

### **What kind of training or educational materials will be available?**

Help options are available in both the MyLevel3 portal and in Invoice Management.

Under the Help section of Invoice Management you will find detailed user guides, online tutorials, and FAQ's.

For Billing Requests, we have a detailed user guide available. In addition, we will be scheduling webinars in the upcoming future to assist you in become more familiar the MyLevel3 customer portal.



Connecting and Protecting  
the Networked World<sup>SM</sup>

## ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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