

BROCHURE

# Welcome to our Customer Portal

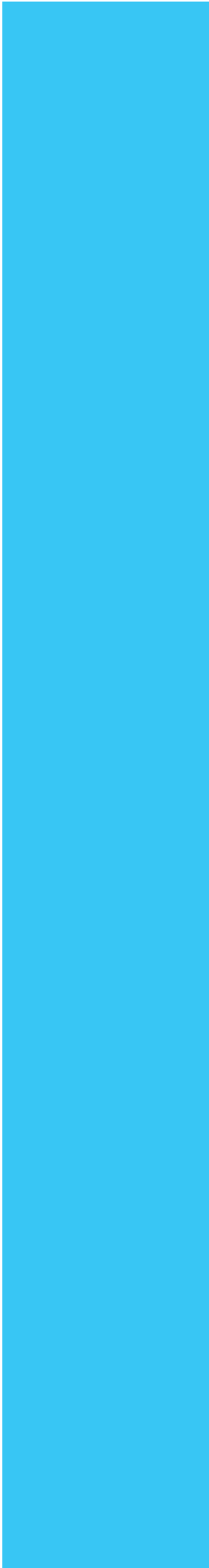
Putting Control of your Lumen Services at your fingertips

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[LATAM Customer Portal](#)



LUMEN



## Today's fast-changing business environment can make managing your business challenging

Today's fast-changing business environment can make managing your business challenging. With anytime, anywhere access, the Latam Customer Portal provides you with the convenience, control and confidence you need to run your business efficiently. With its simple navigation and feature-rich dashboard homepage, the portal helps streamline your service management process and provides you with the reporting you need to make your job easier — saving you time and helping you control costs.

**Let the customer portal show you how we can deliver more than just bandwidth.**

# Some of the benefits and advantages you will find while using the Portal are:

## Multilingual:

the Portal is available in Spanish, English and Portuguese.

## User management:

you will have total control of managing your own users, to perform different functions such as reporting and tracking incidents, placing requests and orders, checking billing details, etc.

## Ticket management:

you will be able to manage tickets from the Portal to report incidents or place requests or orders regarding services, from their creation to their solution.

## Reports:

you will be able to access the different reports Lumen sends out about usage and performance of the hired services.

## Billing:

month by month, you will be able to access the billing of your services, where you will see detailed information of the total amount due.

## Tools:

the Portal has Single Sign On access to NetRac and DEC Portal, making it easier to access all your information in one place.

## Virtual Assistant:

Vicky will be available 24x7 to quickly and efficiently resolve your requirements and queries.

## Quick Guide:

the Portal has an Onboarding section to guide you through conducting business with Lumen – from the request of a quote to the resolution of a billing issue – and to show you what you can do to help processes be as quickly and efficient as possible.



<https://latam.my.level3.com>



Virtual Assistant

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