How to Use This Document

Welcome to the support procedure tutorial for the Network-Based Security (NBS) service. Use this guide to help resolve any issues you may have related to the configuration, management, reporting or performance of your Network-Based Security service. You do not need to know what is causing the issue. That is the job of the Managed Security Services support group. The support group is your first point of contact if you have any issue with your Network-Based Security service.

The diagram below shows how the Managed Security Service support group interfaces with other operational groups to get answers to your questions quickly.
Control Center Support

Use the Control Center as your primary means for opening and managing tickets related to your CenturyLink Account.

Follow these steps to open tickets for any network or device-related issue:

1. Access Control Center at https://controlcenter.centurylink.com
2. Enter your Control Center username and password
3. Once logged into Control Center, select Repair on the home page in the left column
4. Then select Create Repair Ticket

Control Center Homepage
5. For service type, select Net-based Security for NBS (Failure to select the proper service may result in tickets being routed to the wrong Operation Center, lengthening the resolution time)

6. Select the Service ID to identify the NBS security instance for which you are opening a ticket
7. Select the Problem type from the drop down menu
8. Click on the Symptom dropdown to choose a description of what is being observed or what you would like to change, then click the Submit button.

9. A ticket will be created, and the Managed Security Service support group will forward the issue to the appropriate team member.

10. You can check the status and edit the details of any ticket by returning to the Control Center home page at any time.

Phone Support

You may also reach the Managed Security Service support group at 800.672.8520 and select option 2 to create tickets, check the status of tickets, provide new details about an issue or to escalate the severity of a ticket. When you call the help desk, you will need to provide the following information:

- Name
- Email address
- Service ID
- Passphrase
Automated Monitoring and Fault Management

In most instances, the Network-Based Security service will detect performance issues within your service well before it is recognized by your team. When an outage is detected or performance is degraded, Managed Security Service support group will open a ticket, notify you of the issue, work with you on resolving the issue and notify you when the ticket is closed.