

Control Center

Add Greater Insight to Your Business

Control Center® is a free, secure, self-service Web portal that provides access to critical tools enabling easy, safe and fast management of invoices, network configuration and statistics and trouble reporting.

Your future success requires you have the business insight today to make informed business decisions tomorrow. To help enable this success, let us introduce you to Control Center – a robust online reporting tool that can help improve your operation by delivering useful knowledge and greater insight into your business. It's an easy to use, business-friendly resource that helps you answer your largest and smallest data and network questions. It's just what you'd expect from a service developed by a leader in the telecommunications industry. All you need to get started is your computer and Internet access.

Quick Launch

| Services | Billing | Administration |
|------------------------------|--------------|-----------------------------|
| Toll Free | Invoices | My Profile |
| Long Distance | Analytics | User Management |
| Data | Add Accounts | Reports |
| Managed Fire Wall | Reports | Add Accounts |
| Hosting | | Enterprise Details |
| Remote Access | | User Approvals |
| Secure Remote | | My Contacts |
| IQ Networking | | |
| Cloud Services | | |
| E-Line | | |
| Contact Center | | |
| Integrated Management | | |
| Local Service | | |
| Ethernet Private Line | | |
| VoIP | | |
| Managed Services | | |
| HUCS | | |

Repair

Orders

V911

Close

With Control Center you can:

Make Informed Business Decisions

You can select from a multitude of reports that can help build a picture of what is important to you and your business. Data is updated in a very timely manner to provide you with network status, performance and more on a single screen. You can also access details about change requests in process, open trouble tickets and billing information.

Select Your Reports, Set Your Schedule

Control Center lets you choose from more than 100 different types of reports. You can set up a report delivery schedule or simply call them up on demand. Your specific information is securely archived, so you can access historical information from last month, or the past year.

Analyze Opportunities, Manage Your Locations

The ability to identify and correct locations that aren't operating efficiently can add considerably to your bottom line. Control Center lets you look at details of a specific location, identify network inefficiencies and pinpoint the causes. You can see the information at a high level summary, and then continue to drill down into individual locations. Once you understand the situation, you can take steps to fix it.

Report an Issue, Track Repairs

In addition to reporting issues with your network, real-time, and directly to CenturyLink service professionals standing by ready to provide resolution, Control Center lets you track the status of all reported repair requests. You'll find all the information you need right at your fingertips. Use our interactive map to track all of your trouble tickets instantly!



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Availability of CenturyLink services varies. SS0000 09/11

Empower Your Organization

Control Center's simple navigation helps users across your organization quickly and easily find the information they need—at the level of detail they need. All without complicated training.

Stay Connected

Your business relies on a constant stream of voice communications to maintain contact with customers, staff and business partners.

Toll Free Manager gives you the control to keep your business connected through features like real-time call routing—transparently re-route your toll free lines in minutes in response to technical or business needs.

You may use Control Center® to manage a broad range of CenturyLink voice and data services. Control Center's comprehensive set of communications management tools include:

- **eBilling Manager** - Centralized local and national billing information across your CenturyLink service offerings, including detailed reporting and analytics tools. Pay your CenturyLink invoices online, in a single transaction with Autopay, EFT/ACH or a credit card. Scheduled delivery and format options are also available.
- **Toll Free Manager** - View inventory, generate usage reports, track and report repair tickets and reserve additional numbers. In addition, Toll Free Manager allows you to setup and manage all toll free features including day of week, time of day, percent allocation and geographical routing.

- **IQ Networking** - Comprehensive view and analysis and management tools for all your CenturyLink IQ® Networking products in one place. Some of the features available under IQ Networking include access to inventory, the ability to request and view reports, configuration status, the ability to create and monitor repair tickets and access to network maps.

- **Repair Manager** - Create and track status of trouble tickets.
- **Interactive Map** - Interactive map detailing customer network and open trouble ticket status, all in a centralized location.
- **Inventory Manager** - View inventory and make configuration changes.
- **Statistics Manager** - View historical and real-time network statistics and create detailed reports.
- **Status Manager** - Stay informed of your network status and performance.
- **Administration Manager** - Create and manage secure profiles for your enterprise users.

"Control Center is basically self-taught and it's very easy to use,"
*said Coleen Syrstad, Telecom Engineer,
Home Buyers Warranty Corporation.*

She added, "I've given our Call Center Managers access to CenturyLink Control so that they can pull their own reports now. They just go into CenturyLink Control and get the information they need."



Welcome to a new way of managing your network.

Control Center Welcome Center

Control Center Customize My Page Live Help Go To...

Services

- Toll Free
- IQ Networking
- Contact Center
- Integrated Management
- VoIP

Billing

- Invoices
- Analytics
- Reports

Message Center

CenturyLink protects your confidential information

Your confidential information is safe with CenturyLink. Click on the More button for details on our confidentiality policy.

Network Map



We are proud to deliver a robust portal to provide you complete access to your account with our recently added Welcome Center. The Welcome Center, located at the top of your Control Center® homepage, is home to all new orders you place with CenturyLink. In addition, new demonstrations of all Control Center functions are now available to help you make the most of Control Center.

And coming soon:

Enhanced functionality to the billing research and analytics tool—delivering more robust reporting and analytics capabilities to provide you with the comprehensive information you need.

Learning to maximize the functionality of Control Center is easy with CenturyLink. Control Center puts you in control.

Visit centurylink.com/business or contact your
CenturyLink representative today!

