

# CenturyLink Managed Network Service

## Networkx Service Overview

### Meet stringent mission-critical demands

CenturyLink's comprehensive, fully-featured Managed Network Services (MNS) suite provides the tools your Agency needs to meet its mission, including design and engineering, implementation and operating system configuration maintenance, fault management, real-time reporting, 24x7x365 monitoring and total Agency resource coverage for Service Enabling Devices (SEDs) certified for Simple Network Management Protocol (SNMP) capabilities. CenturyLink offers a full array of industry leading features, capabilities, and interfaces for our Networkx MNS.

### Features

- CenturyLink consistently meets or exceeds the Networkx contract's Acceptable Quality Levels (AQLs) relating to the actual systems and processes used to perform the MNS functionality
- CenturyLink's solution architecture is a combination of personnel, processes, redundant computer systems and applications designed to exceed your Agency's expectations and operate at a continuously high level
- CenturyLink's MNS is proactively monitored 24x7x365
- CenturyLink offers the additional capability of reporting statistical and alarm information directly to your Agency via our Web-based reporting service, the CenturyLink Control Networkx Portal.

### Benefits

- CenturyLink's MNS provides a reliable, robust and complete managed service solution, sized and configured to meet your Agency's needs
- CenturyLink provides design, engineering, and maintenance expertise across a wide variety of hardware and software applications
- Network profiling - CenturyLink creates a network inventory database that is life cycle updated.
- Continuous network monitoring to ensure optimum performance and detect, isolate and repair faults
- Network analysis and performance management
- Fault management and escalation
- Configuration management
- Reliable, performance-based AQLs
- Expert support to design, install and manage networks
- Easy to manage CenturyLink Control Networkx Portal
- Ability to burst to port speed
- Redundant world-class network operations centers (NOCs) and Operation Support Systems (OSS)

CenturyLink's MNS also includes 24x7x365 monitoring of equipment and transport links, complete fault and performance management, complete network analysis, configuration backup and online reports. The central part of CenturyLink's MNS is the in-band monitoring/management tools that allow your Agency continual access to oversee and manage network performance.

### Geographic Availability

CenturyLink's MNS are global in reach, and provide the features discussed above for CONUS, OCONUS and non-domestic traffic where available commercially. In order to manage the various SEDs deployed globally, CenturyLink requires a single access point for the communication and polling process. CenturyLink's MNS polling access can be created via Frame Relay Service, Asynchronous Transfer Mode Services, Ethernet Services, or IPsec tunnels. CenturyLink's MNS support a diverse access point for polling for redundancy purposes.

### Contact your CenturyLink Representative today!

Visit [GSANetworkx.com](http://GSANetworkx.com) and click on "Locate your Account Manager".  
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx  
(866-472-6389) Email: [federal@CenturyLink.com](mailto:federal@CenturyLink.com)



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## How it Works

CenturyLink's MNS is protocol or transport agnostic and works in conjunction with all transport network types such as Internet Protocol Services, Asynchronous Transfer Mode Service, Frame Relay Services, Private Line Service, Premises-Based Internet Protocol Virtual Private Network Services, Network-Based Internet Protocol Virtual Private Network Services, Voice Over Internet Protocol Transport Services and Synchronous Optical Network Services, where MNS-certified SEDs are deployed.

## Design and Engineering Services

1. CenturyLink provides design and engineering services that will fully satisfy your Agency's requirements. CenturyLink's design and engineering services include an overall evaluation of network topology, configuration, addressing, bandwidth, availability, scalability, network security, reliability and disaster recovery requirements. CenturyLink's MNS provides documentation of the design and engineering services performed. Also, CenturyLink's MNS reviews the design and engineering services that have been implemented to ensure that your Agency's ongoing needs are satisfied.
2. CenturyLink's MNS identifies network components, and determine protocols, redundancy, traffic filtering, and traffic prioritization requirements. Additionally, CenturyLink MNS recommend the appropriate Committed Information Rates, Permanent Virtual Circuit levels and network access speeds, as required.
3. CenturyLink's MNS provide complete project management including design, implementation, installation, access coordination, provisioning, equipment configuration, hardware testing, and service activation. CenturyLink's MNS also coordinate installation activities with your Agency in order to minimize the impact on the current networking environment.

## Implementation, Management and Maintenance

1. CenturyLink's MNS develops, implements and manages comprehensive solutions by combining Networkx services and equipment in order to meet your Agency-specific requirements. These solutions include access solutions, transport solutions, customer premises solutions, and security solutions.
2. CenturyLink's MNS manages the network in real-time on a 24x7x365 basis. Support for remote management capabilities from CenturyLink's MNS operations center includes equipment configuration, testing, monitoring, troubleshooting, fault/problem resolution and maintenance. Also, CenturyLink's MNS proactively monitors utilization, packet loss and errors using an end-to-end network performance management platform.
3. CenturyLink's MNS performs configuration changes by updating equipment software and/or configuration, modifying VPN security devices, and modifying bandwidth and routing configurations
4. CenturyLink's MNS provides detailed network statistics and performance information, including equipment data, availability, throughput and delay statistics, Quality of Service, and application-level activity.

## Why Buy from CenturyLink?

At CenturyLink, MNS is more than a service; it is an integral link in our long tradition of providing exceptional quality services. With CenturyLink's MNS, your Agency will receive out-tasking advantages such as potentially lower operational costs, improved personnel management and continuously updated technology and policies. CenturyLink's MNS will provide to your Agency our seamless network management expertise to effectively and efficiently manage multiple Agency Wide Area data networks.

## Contract Vehicle

### Networkx Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Networkx Website at <http://www.gsanetworkx.com>

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