**<https://www.centurylink.com/wholesale/clecs/provisioning.html>**

**Provisioning and Installation Overview - V171.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/200213/HLPandIPV171.doc)

**Description**

Provisioning and installing Unbundled Network Elements (UNEs), Resale, and Interconnection products and services require that we each perform various tasks throughout the provisioning and installation cycle. While many of these tasks are unique to individual products and services, as defined in [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) documentation, some are constant regardless of the products or services ordered. This document depicts those tasks CenturyLink™ commonly performs (such as: issuance/processing of Firm Order Confirmations (FOCs), Pending Service Order Notice(s) (PSONs), Jeopardies, Design Layout Reports/Records (DLR), installation and dispatching, Loss Notifications, Completion Notifications (CNs), and Loss and Completion Reports) during the provisioning and installation of CenturyLink's Wholesale Products and Services.

**Availability**

UNE, Resale, and Interconnection products and services are available throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html) based on your CenturyLink Interconnection Agreement. CenturyLink provides access to existing network elements and facilities when no construction is required and will perform minor modifications (such as running a jumper or clearing a defective pair) to allow you access.

**Technical Publications**

Complying with Industry Standard Performance and Acceptance Testing, CenturyLink provisions UNE, Resale, and Interconnection products and services in accordance with Industry specifications, interfaces and parameters. These are described in the appropriate Technical Reference Publications in CenturyLink's [Technical Publications](http://centurylink.com/techpub/). For product specific performance and acceptance testing requirements, refer to the web pages for individual [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html).

**Pricing**

**Rates**

Wholesale rates for this product or service, including tariff references and any applicable discounts, are provided in your current Interconnection, Resale, Commercial, or other governing agreement.

**Tariffs, Regulations, and Policy**

Regulations and policies impacting individual products and services are defined within each product and service found in the CenturyLink [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web pages.

When you submit a request for Enhanced Extended Loop (EEL), Loop Multiplexer (MUX) Combination (LMC), Sub-Loop (except Shared Distribution Loop), Unbundled Local Loop product family, Unbundled Network Element - Switching (UBS), Unbundled Dark Fiber (UDF), Unbundled Dedicated Interoffice Transport (UDIT) and CenturyLink commercial local exchange services products, (e.g. CenturyLink™ Local Service Platform (CLSP™)) product family the standard assignment and/or design process will be followed in its entirety. The standard assignment process may include both mechanized and manual processes. Requests that can be provisioned over copper facilities use the mechanized assignment process. When facilities cannot be assigned via this process, the default is the [Manual Steps Required for Copper Facility Assignment Process](https://www.centurylink.com/wholesale/downloads/2012/120113/ManualStepsRequiredforCopperFacAssignProc01-13-12.doc). Requests that are provisioned over fiber use the [Fiber Facility Assignment Process for DS1 and Above](https://www.centurylink.com/wholesale/downloads/2012/120113/FiberFacilityAssignmentDS101-13-2012.doc). For additional information regarding facility assignment, refer to the [Facility Assignment Process](https://www.centurylink.com/wholesale/downloads/2015/151026/FacilityAssigmentProcess_PV_10_23_2015.doc)

For primary service requests for 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, EEL, LMC, Sub-Loop (except Shared Distribution Loop) and the CenturyLink commercial local exchange services product family, CenturyLink will construct facilities in alignment with Eligible Telecommunications Carrier (ETC) or Provider of Last Resort (POLR) obligations.

CenturyLink will provision the appropriate facilities and/or equipment necessary to ensure that the type of facility is capable of meeting the specifications specific to the service(s) ordered. For example, dependent on the switch type, distance from the central office and cable gauge, some equipment may be required to allow a voice signal to reach certain distances. To transmit data, this same circuit could require the elimination of the equipment necessary for voice services. If a voice service is required you will need to order a voice circuit, if a data service is required, a data circuit should be ordered.

When existing facilities do not support requested services, CenturyLink will modify existing Outside Plant Network facilities dedicated to an end-user if CenturyLink would modify such facilities to provide comparable services to its own retail customer. The "CenturyLink Network Modification Statement" describes how CenturyLink will implement changes to existing Outside Plant dedicated to an end-user. Nothing in this statement shall be construed as modifying CenturyLink's obligations under other regulatory requirements. Network elements will not be modified when it is determined that the requested modification is not consistent with existing CenturyLink retail processes. Modifications also will not be made that jeopardize the reliability of CenturyLink's existing network, endanger CenturyLink employees or consumers, is not consistent with the National Electrical Code (NEC), or does not meet Network Equipment Building Standards (NEBS) requirements.

For information regarding network modification, download the [Network Modification Documentation Statement](https://www.centurylink.com/wholesale/downloads/2014/140318/NetworkModification_02_2013.doc).

If no facilities are available for your requested service, CenturyLink will look for a pending engineering job order that could fill your service request in the future. If an engineering job order is identified, CenturyLink will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your request.

Availability of facilities is always on a first come first serve basis. If the request is for a 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop or CenturyLink commercial local exchange service and is considered primary service as defined by ETC or POLR obligations, and no facilities are available and there is no planned engineering job, an engineering job order will be initiated to ensure delivery of the primary service to the end-user.

Secondary service requests will be held for 90 business days for 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, EEL, LMC and Sub-Loop (except Shared Distribution Loop), where facilities cannot be located and there is no planned engineering job. Requests for other Unbundled Local Loop products, UDF and UDIT where facilities cannot be located and there is no planned engineering job will be held for 90 business days. If facilities become available, a FOC is generated and sent to you in response to your original request. If at the conclusion of the 90 business day hold facilities are still unavailable your request will be rejected or cancelled. Exceptions may apply where Commission Orders or state requirements exist. Exceptions may occur with CenturyLink/U S West merger Stipulations/Agreements in the states of Minnesota and Washington.

For secondary service requests for CenturyLink commercial local exchange services where facilities cannot be located and there is no planned engineering job, your request will be held by CenturyLink until spare facilities become available or you request cancellation of the Local Service Request (LSR). When facilities become available, a FOC will be generated and sent to you in response to your original request.

If it is determined that facilities are unavailable, contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for other options. Information for Competitive Local Exchange Carriers (CLEC) requested UNE Construction is available in CenturyLink's [CLEC Requested Unbundled Network Elements (UNE) Construction](https://www.centurylink.com/wholesale/clecs/crunec.html) (CRUNEC).

You have the capability to view funded CenturyLink Outside Plant (OSP) and Interoffice (IOF) engineering jobs that exceed $100,000 in total cost on the InterCONNection [(ICONN)](http://centurylink.com/iconn) database.

CLECs will be responsible for any construction charges for which an end-user would be responsible. In other situations, CenturyLink does not agree that it is obligated to build UNEs.

Implementation

This section of the web page describes tasks commonly performed while provisioning and installing UNEs, Resale and Interconnection products and services.

**General Points of Interest**

* CenturyLink's provisioning tasks begin when your service request (Access Service Request (ASR) or LSR) is successfully accepted by our service order processing systems. Refer to the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html) and the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html) for information on submitting your service requests. Specific provisioning requirements and tasks related to individual products are defined for each product in the CenturyLink [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html).
* **Application Date:**  
    
  Application Date (APP): CenturyLink assigns an APP once your LSR or ASR is submitted with sufficient accurate information to allow us to proceed. If your service request is incomplete, inaccurate, or requires additional information, the application of critical dates may be delayed until the service request is complete and accurate.

Critical dates are assigned based on individual products and services and do not necessarily apply to all Wholesale Products and Services. The following is for illustration purposes only.

* **Provisioning Related Dates:**
  + Design Layout Report Date (DLRD): Designed Layout Report sent to your designated agent.
  + Confirming Design Layout Report Date (CDLR): Date CenturyLink is to receive your confirmation that the Design Layout Report is satisfactory.
  + Records Issue Date (RID): Manual or mechanized order tracking date identifying when all design and assignment data is sent to the necessary service implementation groups.
  + Designed, Verified, and Assigned Date (DVA): Date implementation groups report all documents and materials are received and complete.
* **Design Supplements Related Dates:**  
    
  There are instances when a supplement is received that requires CenturyLink to redesign the circuit, which may also result in re-establishing the minimum standard interval.  
    
  A design change is any change, which requires engineering review. Design changes include such things as a change of end user premises within the same serving wire center, the addition or deletion of optional features, functions or a change in the type of channel interface, type of Interface Group, or technical specification package.  
    
  To further clarify the list includes, but is not limited to the following:
  + Change of End User address in the same wire center
  + Change of NC or NCI or NC1 codes
  + Change of CFA which does not involve a change in the serving wire center or the MUXLOC
  + Change slot of CCEA/SCCEA
  + Change of Channel Termination or Entrance Facility/Trunk where USOC remains the same
  + Change of Trunk Signaling
  + Change of Trunk Traffic Type
  + Change of Trunk Point Code
  + Change of Trunk Numbering

Where the ASR/LSR is in the provisioning process determines whether the minimum standard interval applies or not. A general guideline is whether the Records Issue Date (RID) date has been met or the Design Layout Record (DLR) has been issued, if applicable.

* **Installation Related Dates:**
  + Wired and Office Tested Date (WOT): Date all wiring completed, all plug-ins optioned and aligned, frame continuity established, switching equipment (with translation loading) installed and tested, and, if applicable, interoffice facilities tested.
  + Frame Continuity Date (FCD): The date that frame to frame continuity is assured by appropriate tests.
  + Plant Test Date (PTD): The date on which installation and testing of all facilities and equipment is completed. Acceptance testing performed with you and your end-user if applicable.
  + Due Date (DD): Service available to you or your end-user. Also referred to as "Service Date (SD)".  
      
    Note: The DD returned on the FOC is the standard interval for that product as defined in the Service Interval Guide (SIG) unless your service request qualifies for an expedite as outlined in the [Expedites and Escalations PCAT](https://www.centurylink.com/wholesale/clecs/exescover.html). If your InterConnection Agreement (ICA) specifies an interval for a specific product/service that is less than the standard interval, the LSR must be marked for manual handling and the REMARKS field must state "DD being requested per ICA" in order for the DD to be accepted.
* **Service Interval Guide (SIG):**  
    
  Service intervals are Dates for items and services not in the defined in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html). Service Interval Guide (SIG) are negotiated on an Individual Case Basis (ICB) as defined in the SIG.
* CenturyLink business days do not include Saturdays, Sundays, or holidays as defined in the General Information Section of the [SIG](https://www.centurylink.com/wholesale/guides/sig/index.html). CenturyLink normal business hours are Monday through Friday from 8 AM to 5 PM but may vary based on company policy, union contracts and location. Contact your CenturyLink Service Manager to obtain individual CenturyLink location business hours or if you need assistance negotiating intervals for an individual case.

**Provisioning Points of Interface**

**Firm Order Confirmation (FOC)**

Once your service request is successfully accepted by CenturyLink's service order processing systems, a Firm Order Confirmation (FOC) is generated and sent to you in response to an original ASR/LSR or SUP transaction generated by you.

The FOC is processed when the 2nd position of your ASR or LSR 'REQTYP' field is a "B" indicating a Firm Order. The FOC is your acknowledgement that CenturyLink has received your request, created a CenturyLink service order, and established a due date for your request. The FOC provides you details for you to coordinate the overall provisioning and installation of the requested services such as:

* Purchase Order Number (PON)
* Version Identification
* CenturyLink Assigned Order Numbers
* Critical Dates, if applicable
* Circuit Identification(s) / Telephone Number(s)
* Construction Job Intervals and Milestones (ASR only), if applicable

In some cases (72 Hour FOC agreements for Unbundled Loop), the FOC also indicates that the assigned facilities have been validated and are ready for installation.

FOCs are returned via the method used to submit your service requests. If you used a mechanized tool, (e.g.,[~~Interconnect Mediated Acces~~s (IMA)](https://www.centurylink.com/wholesale/ima/xml/index.html) Enhanced Automated Service Order Entry ( EASE)) refer to that tool to receive, access, or view your FOCs. Refer to CenturyLink's specific [LSR](https://www.centurylink.com/wholesale/forms/lsr.html) and [ASR](https://www.centurylink.com/wholesale/forms/asr.html) to learn more about CenturyLink requirements.

PSON(s) will be issued once CenturyLink has issued the service orders associated with your LSR and sent the associated FOC. For additional information refer to [PSONs](https://www.centurylink.com/wholesale/downloads/2014/140318/PSON_02_2014.doc). For detailed information contained in the PSON, refer to [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html).

CenturyLink's Service FOC and Installation Interval Guidelines are defined in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

The following "Exclusions" are not defined in the Standard Interval Guide:

* Projects, when we jointly determine the work is to be handled as a project
* Individual Case Base (ICB) intervals due to the quantity or type of services or specialized arrangements as listed in state and FCC tariffs
* An independent company's services are involved and CenturyLink is not the controlling provider
* A premises visit determined by the availability of you or your end-user

Contact your CenturyLink Service Manager to obtain assistance negotiating intervals. Coordination of premises visits are handled as necessary during the normal provisioning and installation processes.

**Provider Initiated Activity (PIA)**

The PIA is used to communicate changes CenturyLink made on the service order that are different from what was requested on the original LSR. These changes are a result of two different conditions:

1. Changes that occurred as a result of a verbal directive from you
2. Changes due to processing requirements within CenturyLink

When the PIA field is marked, the Remarks section of the FOC contains text indicating any deviations from the original request. The following matrix outlines the PIA Reason, PIA values that are available, and a description of when those values are used. LSRs can have multiple PIA values shown on the FOC if more than one condition exists that needs to be communicated to you.

|  |  |  |
| --- | --- | --- |
| **PIA Reason** | **PIA Value** | **Description** |
| **Exchange Carrier Circuit (ECCKT)** | 1 | Used when:   * CenturyLink changes the Circuit Identification (CKTID) on a subsequent FOC from what was provided on the FOC * The ECCKT on the LSR needs to be reformatted so it can be processed in the CenturyLink Service Order Processor (SOP) * On a change of loop type, the ECCKT on the FOC will provide the new ECCKT. The ECCKT on the LSR contains the existing ECCKT. The ECCKT on the FOC is the new ECCKT |
| **Verbal Due Date Change Request by you** | 18 | Used when:   * On the Due Date you called and requested a verbal due date change * Due to system limitations a Supp Type 2 could not be issued and a verbal supplement was accepted   NOTE: CenturyLink preference is a supplement via ~~IMA~~ EASE Extensible Markup Language (XML)/Fax Gateway). This is an exception handling situation. |
| **Due Date Change by CenturyLink** | 2 | Used when:   * Desired Due Date (DDD) on the LSR was shorter than standard interval. CenturyLink will provide the new DD on the FOC for each applicable LSR version * DDD on the LSR was an invalid DD such as a Sunday or Holiday * When a dispatch was required and the requested DDD on the LSR was not available * When the DDD on the LSR is changed as a result of a Delayed Order Condition * When a Supp Type 3 was submitted where the original DDD on the LSR must be changed (i.e., supp to change from coordinated to basic install requires new standard interval or address changes on Supp Type 3 and DD must be changed) |
| **Other 1** | 4 | Used when:   * No other PIA value is appropriate, i.e., unexpected situations with release activity when manual changes are required * Low occurrences of a particular situation do not warrant an individual PIA value, i.e., original FOC did not contain the voice mail retrieval number and a subsequent FOC was issued with the required information or when an subsequent FOC is issued releasing a LSR from a delayed order condition and CenturyLink is able to meet the original due date * A new situation is identified and a new PIA value is not yet available in ~~IMA~~ EASE. |
| **Other 2** | 16 | Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition |
| **Other 3** | 17 | Used where multiple "Other" situations exist. A separate PIA value of Other 1, Other 2, and/or Other 3 are used for each condition |
| **Service Order Number Change** | 5 | Used when:   * A subsequent FOC is sent advising you that the service order number(s) previously provided on the earlier FOC has changed * A change in the Related Purchase Order Number (RPON) or Related Order number was needed on a subsequent FOC |
| **Route Index (RTI) change** | 6 | Used on a subsequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Route Index (RTI) previously provided was changed) |
| **Change to TERS/HID and/or TLI** | 7 | Used on a sub-sequent FOC if the information provided on the original FOC was changed (i.e., on New activity the Telephone Line Identification (TLI) or Terminal (TER) number on the original FOC had a typographical error and was later corrected) |
| **Telephone Number Change** | 9 | Used when:   * During processing of a LSR CenturyLink determines that the Telephone Number (TN) entered on the LSR is not available. CenturyLink will provide the new TN on the FOC * A typographical error on the original FOC was identified. The correct TN will be provided on a subsequent FOC |
| **Verbal supplement for CFA slot change on the Due Date** | 10 | On the due date the Carrier Facility Assignment (CFA) provided on the LSR needs to be changed and the supplement is not sent prior to order completion  NOTE: For CFA or slot changes, it is the CLEC responsibility to provide CenturyLink with a new CFA that will work. CenturyLink will only accept one verbal CFA change on the due date. If that CFA fails to work, CenturyLink will place the order in (customer) jeopardy. No further action will be taken on CenturyLink's part until CenturyLink receives a valid supplemental request to change the due date and the CFA (if applicable). Applicable charges may apply |
| **Dispatch Entry not valid** | 11 | Used when:   * The dispatch information on the LSR was invalid, i.e., an invalid appointment reservation was received and CenturyLink scheduled a new appointment through Appointment Scheduler * The LSR requests a dispatch, but a dispatch is not required for provisioning and you have not indicated in the remarks to Tag the Demarcation, CenturyLink will ignore the dispatch request |
| **AN (SBN/BTN/MAN) Change** | 12 | Used when:   * LSRs with Requisition Type of CB (Local Number Portability (LNP)) and BB (Unbundled Local Loop/LNP) that have the ported TN in the Account Number (AN) field instead of the main AN field on the LSR, CenturyLink processes the order (porting the requested TN) using the main AN and provides the correct AN on the FOC * A LSR requesting a change or conversion from a Centrex account to a Plain Old Telephone Service (POTS) account, the FOC will reflect the new POTS AN * LSRs requesting a Loop type change and the Billing Telephone Number (BTN) changes. The AN on the FOC reflects the new AN |
| **BAN Change** | 13 | The Summary Billing Account Number (BAN) is incorrect on the LSR and CenturyLink provides the correct BAN information on the original FOC |
| **Cooperative Test on the DD without a SUP** | 19 | Provides notification to the CLEC when a verbal SUP is accepted to add Cooperative Test on the DD without a SUP update from the CLEC. |

NOTE: A subsequent FOC referred to in the above table is an additional FOC that is sent to you on a particular version of a LSR after the original FOC was submitted. It is not a FOC that is submitted as a result of a supplemental request.

**Jeopardy Notifications**

A jeopardy, caused by either you or CenturyLink, endangers completing provisioning and/or installation processes and impacts meeting the scheduled due date of your service request.  Examples of jeopardy conditions are Customer Not Ready, No Facilities Available, or when an error is identified on your service request after a FOC has been sent.  When your service request is in jeopardy, CenturyLink notifies you via a status update, e-mail, Jeopardy Notification, telephone call, and/or a FOC.  The purpose of the jeopardy notification process is to identify jeopardy conditions to you that impact meeting the scheduled due date of your service requests.  The sequence of sending a jeopardy notification and/or a FOC may change depending on when the facility condition is identified.

**Optional Process for Resold Services Only**

An optional process is available to any customer who calls into the CenturyLink Service Inquiry and Education Center (CSIE) to request additional information on their Customer Not Ready (CNR) Jeopardy notifications. The following information will assist customers who are interested in participating in this process associated with CNR Jeopardy notifications:

* Create a spreadsheet titled CNR that includes the following information: Account Number, Customer Name, Phone Number and PON. CenturyLink welcomes the Order Number if possible.
* The spreadsheet is to only include PONs where additional information is being requested associated with a CNR Jeopardy notice; all other requests will not be considered.
* Spreadsheets must be sent to [wwprojects@CenturyLink.com](mailto:wwprojects@centurylink.com).
* Spreadsheets can be sent in daily, Monday through Friday, excluding Holidays, and as often as twice a day, between the hours of 8 AM and 2 PM Central Time.
* The CSIE planned turnaround time is as follows:
  + Under 25 PONs will be returned in 2 hours
  + 25 to 49 PONs will be returned in 4 hours
  + 50 to 100 PONs will be returned in 6 hours
  + Over 100 PONs will be returned in 24 hours
* The CSIE adds the applicable information regarding the CNR Jeopardy to the spreadsheet and returns it to the CLEC. This is the same information that CenturyLink would provide via a phone call or Click to Chat.
* If the PON is not found, the CSIE includes a note to that effect.
* If a CNR spreadsheet is received on a CenturyLink observed holiday, it is worked the next business day following the normal guidelines.
* Customer contact information for each spreadsheet should be provided, including phone number.

Questions about this process may be submitted to [wwprojects@CenturyLink.com](mailto:wwprojects@centurylink.com).

**Local Service Request (LSR)**

**Jeopardy Resolution Responsibilities**

Depending upon the type of service, Non-Designed (POTS) or Designed, jeopardy codes are formatted as follows:

* Jeopardy codes for Non-Designed (POTS) services are one alpha and one alphanumeric character.
* Jeopardy codes for Designed services are one alpha and two numeric characters.

Responsibility for resolution is as follows:

* CenturyLink is responsible for resolving all Designed jeopardy codes starting with the letters "A" through "V", with the exception of all "C" jeopardy codes, K10, and K11. We are also responsible for resolution of Non-Designed jeopardy codes CF, CL, CO, and CS. Examples include:
  + V25 -CenturyLink Equipment Center has a Plug-in Inventory Control System (PICS) problem. We will escalate to obtain the PICS equipment for installation in the Central Office in time to meet the DD.
  + CF - Unavailability or lack of outside plant or buried service wire.

In some jeopardy resolution situations, we may need to partner with you but we will initiate the resolution process.

* You are responsible for taking the appropriate action to resolve jeopardy codes beginning with "C", K10, and K11 for Designed service requests and all jeopardy codes beginning with "S" for Non-Designed services. Examples include:
  + C01 or SA indicates that the end-user was not ready to accept service on the DD.
  + C05 or SX indicates that an error condition was identified after a FOC had been sent

Jeopardy notifications that are mechanically generated from our Network systems are held until 6 PM Mountain Time. This eliminates sending numerous jeopardy notifications for conditions that are cleared on the same day. Jeopardy conditions that are resolved before 6 PM Mountain Time do not generate notifications that are sent to you. Jeopardy conditions that are not cleared by 6 PM Mountain Time will generate notifications that are sent to you at 6 PM Mountain Time. Jeopardy conditions identified between 6 PM and 11:59 PM Mountain Time generate notifications that are sent on a real time basis.

Jeopardy notifications that are created manually are sent on a real time basis.

Subsequent due dates for service requests in jeopardy for customer reasons will be established using current processes for both dispatched and non-dispatched orders. If the service request in jeopardy requires a supplemental service request, no further processing will occur until the supplement is received. Supplement service request processing is covered in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

If a jeopardy notice is sent for situations involving voice and CenturyLink Commercial Broadband Services service that cannot be provided on the same LSR or for error conditions on a LSR involving a CLEC error that was identified after FOC, a supplement is required within 4 business hours. If the supplement is not received within the 4-hour window, the service order(s) will be canceled and the LSR will be rejected.  
  
CenturyLink differentiates between DD jeopardies and Critical Date jeopardies. DD jeopardies indicate that your due date is in jeopardy; however, Critical Date jeopardies indicate that a critical date prior to the DD is in jeopardy. Critical Date jeopardies can be ignored by you. Critical Date jeopardies are identified in the Jeopardy Data document (see download in the following paragraph) in the column labeled “Is Due Date in Jeopardy?” If the DD is not in jeopardy, this column will contain “No” and you can disregard the jeopardy notice sent for this condition and continue your provisioning process with the scheduled DD. If the column contains “Yes” and CenturyLink has the responsibility to resolve the jeopardy condition, we will advise you of the new DD when the jeopardy condition has been resolved. This is usually within 72 hours.

For information regarding jeopardy codes contained on notices and clarification regarding who is responsible for taking steps to resolve jeopardy conditions, download [Local Service Request (LSR) Jeopardy Data](https://www.centurylink.com/wholesale/downloads/2015/151026/DNLD_Jeopardy_Data_Provisioning_PV_10_23_2015.doc).

Note: If a LSR is completed in error and the related service order work is currently pending, we will contact the LSR originator by telephone to provide information regarding the jeopardy status of the LSR and the new committed DD when the RFS date is available.

**Jeopardy Notice Timeline**

The following table depicts the standard process for sending you a Jeopardy Notification related to a jeopardy condition.

|  |  |  |
| --- | --- | --- |
| **If a LSR goes into a jeopardy condition and it is detected:** | **And:** | **Then the following occurs:** |
| Prior to the DD | The RFS Date is not known | * CenturyLink sends an initial jeopardy notice. * Within 72 hours of the initial jeopardy notice, either an updated jeopardy notification with more specific details of the jeopardy condition or a FOC advising of the new DD will be sent to you. If an updated jeopardy notice is sent, we will also send a FOC advising you of the DD CenturyLink can meet when the RFS Date is known. |
| Prior to the DD | The RFS Date is known | * CenturyLink sends an initial jeopardy notice. * Within 72 hours of the initial jeopardy notice, a FOC is subsequently sent advising you of the due date that CenturyLink can meet. |
| On the DD | Once the CenturyLink Customer Service Inquiry and Education (CSIE) is advised of the condition (if the RFS Date is not known) | * CenturyLink sends a jeopardy notice. * Once the RFS Date is known, a FOC is sent advising you of the DD CenturyLink can meet. |
| On the DD | Once the CenturyLink CSIE is advised of the condition (if the RFS Date is known) | * CenturyLink sends a jeopardy notice. * A FOC is subsequently sent advising you of the new DD that CenturyLink can meet. |

For information regarding error conditions, refer to the Error Notice Matrix within the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Jeopardy notices are returned via the method used to submit your service request. If you used a mechanized tool, refer to that tool to receive, access, or view your jeopardy notice.

Subsequent due dates for service requests in jeopardy for customer reasons will be established using current processes in place today for both dispatched and non-dispatched orders. If the service request in jeopardy requires a supplemental service request, no further work will occur until the supplement is received. Supplement service request processing is covered in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html) web page.

**Access Service Request (ASR)**

Jeopardy notifications for service requests ordered via an ASR are provided to you via the ASOG Clarification/Notification Request Form (C/NR) or via a phone call, depending on when the jeopardy condition is identified.  If a jeopardy condition is identified prior to a FOC, the initial facility jeopardy notification is provided via the C/NR form as an “informational” notification (Clarification/Notification Type (C/NT) = D).  For any subsequent jeopardy conditions identified after a FOC, the jeopardy notification is provided via the C/NR form as a “jeopardy” notification (Clarification/Notification Type (CNT) = B).

**Jeopardy Resolution Responsibilities**

CenturyLink provides a C/NR form associated with jeopardy conditions that are outlined in the Access Service Ordering Guidelines (ASOG) Practice 010 – Clarification/Notification Request Form Reason Code (RCODE) field.  If a jeopardy condition is identified prior to a FOC, the jeopardy information is contained in the remarks of the informational notification. If a jeopardy condition is identified after a FOC and it is one of the jeopardy scenarios that are outlined in the ASOG Practice 010 – Clarification/Notification Request Form RCODE field, CenturyLink provides a C/NR form to advise you of the jeopardy condition.

**Jeopardy Data**

If the service request in jeopardy requires action from CenturyLink to resolve, you are notified of the resolution of the jeopardy condition via the C/NR form, and of the construction job tasks and milestone associated dates via FOC if a build was necessary to resolve the jeopardy condition.  The table below describes the action that will occur from CenturyLink for those conditions where a C/NR form is submitted where CenturyLink is responsible for resolving the jeopardy condition.  The Construction Job Interval is a cross reference tool to assist in understanding the dates that were provided on the FOC and will also provide additional details associated with the build.   CenturyLink construction job tasks and milestone date intervals are documented in the [Construction Job Interval document](https://www.centurylink.com/wholesale/downloads/2012/120831/Construction_Job_Intervals_08_31_12_Revised.xls).

The Construction Job Interval document applies to all Private Line Transport services.

**Jeopardy Notice Timeline**

|  |  |  |
| --- | --- | --- |
| **If a ASR goes into a jeopardy condition and it is detected:** | **And:** | **Then the following occurs:** |
| Prior to the FOC | The RFS Date is not known | CenturyLink provides status to the ASR customer via the C/NR form. Within 72 hours of the initial call notification advising that the order is delayed for facilities, CenturyLink sends an FOC or a subsequent C/NR form to provide more specific details of the jeopardy condition. CenturyLink will send an FOC when the RFS Date is known and include milestone dates if a build is required. |
| Prior to the FOC | The RFS Date is known | CenturyLink sends the FOC to advise you of the due date that CenturyLink can meet and milestone dates if a build is required. |
| Post FOC | Once the CenturyLink Wholesale Service Delivery center is advised of the condition (if the RFS Date is not known) | CenturyLink provides a C/NR form to advise you of the status on the delayed order. Once the RFS Date is known, a subsequent C/NR form is submitted advising you of the new due date. A new FOC is sent stating your new due date and milestone dates if a build is required. |
| Post FOC | Once the CenturyLink Wholesale Service Delivery center is advised of the condition (if the RFS Date is known) | CenturyLink submits a C/NR form to provide status on the delayed order and advises you of the DD CenturyLink can meet. A new FOC is sent stating your new due date and milestone dates if a build is required. |

**Designed and Unbundled Local Loop**

If you submit a LSR for multiple lines/loops and CenturyLink cannot provision all of the lines/loops due to lack of facilities and you have not requested reuse of facilities, several options are applicable. You will receive a Jeopardy Notice informing you of a delay due to lack of facilities and you may select one of the following:

1. Don't respond to the jeopardy notice and the LSR and related service order(s) will go into the applicable Delayed Order Process. The LSR will be rejected and the order(s) canceled after the appropriate number of days. Refer to specific [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) for additional information.
2. Respond by splitting the LSR between the lines/loops that can be provisioned and those that are delayed due to lack of facilities.
   * If the order is split prior to 3 PM Mountain Time on the due date, the order will be worked the same day. If CenturyLink is unable to complete the order the same day, the order will be added to the next business day work load.
   * If the order is split after 3 PM Mountain Time on the due date, you will need to submit a SUP for a new due date with a minimum interval of 3 business days.

**LSR Splitting - Non-Designed**

CLECs:

* Must submit a supplement to the original LSR. The lines/loops that cannot be provisioned must be removed. For information regarding supplements refer to the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).
* Must also submit a second LSR for the remaining lines/loops that are delayed due to lack of facilities.
* Must complete the Related Purchase Order Number (RPON) field:
  + Of the supplement to the original LSR with the Purchase Order Number (PON) of the second LSR
  + Of the second LSR with the PON of the original (SUPPed) LSR. (The Delayed Order(s) will be updated by CenturyLink with the new PON.)
* Must submit both the supplement and the second LSR at the same time and both should contain the following:
  + Manual Indicator = Y (Yes)
  + Remarks "Splitting LSR"

CenturyLink:

* Will not apply 1st line installation charges to the second LSR because it is considered a continuation of the initial request at the same end-user address.
* Will apply the original Application date and Due Date will apply to the supplement and second LSR.
* Will apply additional charges normally associated with provisioning a line/loop as may be applicable per your Interconnection Agreement with CenturyLink.
* Will assure the second LSR and related service orders(s) remain in delayed status due to lack of facilities. The service order(s) will follow the Delayed Order Process for LSR Non-Designed Orders and PAL orders.
* Will send a Jeopardy Notice for the lines/loops that are delayed due to lack of facilities. When the RFS date is known, you will receive a FOC advising you of the due date CenturyLink can meet.
* Will require that the LSR splitting process be repeated, if appropriate and partial facilities become available during the Delayed Order Process.

**LSR Splitting - Design**

CLECs:

* Must submit a second Related Purchase Order Number (RPON) LSR with the lines/loops that are delayed from the original LSR. NOTE: Do not SUP the original LSR order to remove the Held lines prior to issuing the RPON.
  + Must populate the APOT field on the RPON LSR form with SPLITLSR,
  + Must add a remark with the verbiage "Splitting LSR", the CFA on the held/delayed orders, and the existing delayed order number(s).
  + Must leave the CFA field blank.
  + Must mark the Manual Indicator field with a "Y" (Yes)
* Once the RPON has been submitted and accepted, submit a supplement to the original LSR and remove the lines/loops that cannot be provisioned. For information regarding supplements refer to the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).
  + Must complete the RPON field of the supplement to the original LSR with the PON of the second LSR.
  + Must mark the Manual Indicator field with a "Y" (Yes) on the supplement.

CenturyLink:

* Will not apply 1st line installation charges to the second LSR because it is considered a continuation of the initial request at the same end-user address.
* Will apply the original Application date and Due Date will apply to the supplement and second LSR.
* Will apply additional charges normally associated with provisioning a line/loop as may be applicable per your Interconnection Agreement with CenturyLink.
* Will assure the second LSR and related service orders(s) may remain in delayed status due to lack of facilities. The service order(s) will follow the Delayed Order Process for LSR Designed Orders.
* Will send a Jeopardy Notice for the lines/loops that are delayed due to lack of facilities. When the RFS date is known, a FOC will be sent advising you of the due date CenturyLink can meet.
* Will require that the LSR splitting process be repeated, if appropriate and partial facilities become available during the Delayed Order Process.

**Analog Switched Services**

If you submit a LSR for multiple lines, one of the following scenarios will occur when the technician is on the premises:

1. If facilities are available and all lines can be provisioned, they are installed and the order and LSR are completed
2. If facilities are not available and none of the lines can be provisioned, the order is placed into the applicable Delayed Order Process
3. If facilities are available and some of lines can be provisioned, they are installed.  The remaining lines will be delayed for facility reasons and the following will occur:
   * The lines that are delayed for facility reasons are taken from the original order, placed on a new "C" order, and the new "C" order is attached to the LSR.
   * CenturyLink will apply the same Application Date and Due Date to the new "C" order that are on the original LSR.
   * You will receive a new FOC, PSON Notice, and Jeopardy Notice for the new "C" order.
   * The original order will be completed and the new "C" order will be placed in the applicable Delayed Order Process.
   * The LSR and the new "C" order will remain in jeopardy status.

**Design Layout Records (DLR)**

When ordering UNE, Resale (non-POTS), and Interconnection products and services you may request a Design Layout Record (DLR) that provides the technical details of the circuit's facilities and termination provided by CenturyLink. You can utilize this technical information describing the facilities, such as cable make-up, carrier channel bank type and system mileage, and signaling termination compatibility (along with your own termination details), to design and connect your end-user's service. Refer to CenturyLink's [LSR](https://www.centurylink.com/wholesale/forms/lsr.html) and [ASR](https://www.centurylink.com/wholesale/forms/asr.html) forms and field entries for how to request a DLR. Facility requirements for individual products and services can be found in the CenturyLink [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web pages.

* **Retrieving and Viewing Design Layout Records (DLR)**  
  Using either Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG) or ~~IMA~~ EASEyou can view, retrieve and print Design Layout Records at your desktop by inputting the Circuit ID (e.g., Serial Number, Telephone Number, CFA, 2/6 code) and submitting your request. Viewing the DLR, you can then e-mail it to yourself, or print the report on your local printer. For details on accessing Design Layout Records in ~~IMA~~ EASE, refer to the [~~IMA~~ EASEUser Guide](https://www.centurylink.com/wholesale/ima/gui/imauser.html). Refer to the [CEMR-MTG User Guide](https://www.centurylink.com/wholesale/systems/cemr-mtg.html) to learn more about processing Design Layout Records, using CEMR-MTG, or to view Circuit ID diagrams and descriptions.
* Design Layout Reports can also be delivered electronically based on the requirements defined in CenturyLink's [CLEC Questionnaire](https://www.centurylink.com/wholesale/clecs/newcustquestionnaire.html). Contact your CenturyLink Service Manager should you need assistance.

**Confirmation of the DLR (CDLR)**

The CLEC may also request that a confirmation of the DLR be provided. If a CDLR is requested, the standard interval must be extended by an additional two (2) business days to accommodate for the request. Refer to CenturyLink's [LSR](https://www.centurylink.com/wholesale/forms/lsr.html) and [ASR](https://www.centurylink.com/wholesale/forms/asr.html) forms and field entries for how to request a CDLR.

**Installation Points of Interface**

CenturyLink will install services up to the demarcation point. Refer to your CenturyLink Interconnection Agreement and to individual [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web pages for specific installation requirements and to CenturyLink's [Service Interval Guide](https://www.centurylink.com/wholesale/guides/sig/index.html) for specific product installation intervals.

Facilities furnished by CenturyLink on your, or your end-user's, premises up to and including the demarcation point or equivalent device, are the property of CenturyLink. Because we need reasonable access to all such facilities, we will coordinate entry dates and times with your appropriate personnel to accommodate installation, testing, and inspection of such facilities and lines.

* If an end-user location is in a multi-tenant building with restricted access to the phone closet, MPOP or demarc, there may be occasions where the building management may require the CenturyLink and/or CLEC technician to have prior authorization from the building management granting the technicians access to the work location.
* The CLEC is responsible for providing information to the building owner and/or building manager to gain access for their technicians.
* CenturyLink is responsible for providing information to the building owner and/or building manager to gain access for CenturyLink technicians.
* If the CLEC is aware that, for security purposes, specific technician information (i.e., technician name, badge number, estimated time of arrival, etc.) will be required in advance of the technician arriving on customer premise, the CLEC will advise of the specific information needed in the Remarks field on the LSR form.
  + The LSR must be marked for manual handling by placing a “Y” in the Manual Indicator (IND) field
  + The CLEC will call the CSIE twenty-four (24) hours before the due date to obtain the specific technician information needed for access to the secure building.  The CLEC is responsible for providing this information to their customer.  If for any reason CenturyLink needs to change any of the information provided to the CLEC, CenturyLink will make every reasonable effort to notify the CLEC of the changes as soon as possible.
* If the CLEC or end-user customer is aware that access may need to be at a pre-arranged time and the CLEC agrees to a coordinated installation or a joint meet, then they would need to request it on the LSR.  Applicable charges will apply.

While CenturyLink's normal hours of installation are Monday through Friday - 8:00 AM to 5:00 PM, arrangements outside normal hours can be made for some services. Refer to your CenturyLink Interconnection Agreement for details on the Out of Hours Installation process. Overtime rates are assessed; refer to your Interconnection Agreement.

**Installation Options**

Installation requirements and tasks vary based on the UNE, Resale, or Interconnection products and services ordered as well as specific language in your Interconnection Agreement. Individual product requirements and tasks are defined for each product in CenturyLink's [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web pages. Additional tasks requested by you may be billable. Refer to your CenturyLink Interconnection Agreement for details or contact your CenturyLink Service Manager should you need assistance.

**Additional Miscellaneous Work Activities**

There may be instances when you request additional miscellaneous work activities from CenturyLink in order to provision your service. At your request, CenturyLink will perform these activities:

* Service Wire Rearrangement/Relocation/Replacement?
* Network Interface Device (NID) Moves
* Correcting the Wrong Demarcation on Repair/Moving the Demarcation
* Moving Existing Circuits From One Demarcation to another at Same Premises
* Tagging of Circuits at the Demarc
* Resetting the dB loss on Unbundled DS1 Loops
* Pre-Provisioning Requests (AZ Only)

**Service Wire Rearrangement/Relocation/Replacement**

Service Wire/Drop is placed between the serving terminal and the end-user's NID. There are two types of Service Wire/Drop. Buried service wire is placed either direct buried or in innerduct from the serving terminal located in a pedestal to the end-user's NID. Aerial service wire is placed from the serving terminal located on a pole to the end-user's NID.

When you originate an order or trouble ticket that results in CenturyLink placing a Buried Drop/Buried Service Wire (BSW) to provide service or resolve the trouble, CenturyLink may lay a temporary Service Wire/Drop on the ground at the end-user premises. That Drop will be buried on a subsequent visit and will not require additional action by you. Status on a pending order can be obtained via the CenturyLink Customer Service Inquiry and Education (CSIE) located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

If there is damage to the Service Wire/Drop, for requests to replace an end-user-damaged Service Wire/Drop or to resolve instances where potential danger exists, CenturyLink will perform the necessary work and bill the responsible party, i.e., end-user or contractor. Contact the appropriate CenturyLink repair center. Contact information for CenturyLink Maintenance and Repair is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

**Complex/Special Construction Service Wire Process**

If your end-user requires extensive and complex facility rearrangement/relocation/replacement related to construction, demolition, planning and placement of conduit & NID, right-of-way, or other situations that will require engineering and special construction, the property owner/developer may contact the Developer Contact Group to obtain the CenturyLink engineer's name and telephone number for a consultation on their project. Contact information for the Developer Contact Group is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html). Special Construction Charges are billed to the end-user when the customer-requested work requires engineering, construction work, special equipment and/or extensive labor. The CenturyLink technician or engineer will determine the total billing and provide a quote to the customer.

If your request is for the Complex/Special Construction drop wire, include the word "Complex" in the Remarks section of the LSR.

Complex Service Wire consists of any standard engineer designed cables (drop wire). Examples are:

* Aerial 25, 50, 100, or larger cable
* Buried 25, 50, 100, or larger cable

Some structural examples are:

* Multi-premise residential complexes over eight apartments
* All multi-business complexes
* All malls, strip malls, or mini malls
* If there are more than 6 telephone and/or data lines to the premise, consider the building to be fed with Complex Service Wire

**Simple Service Wire Process**

Simple Service Wire Rearrangements/Relocation/Replacements which may result from a NID move or other end-user request may be accomplished by submitting an LSR. These types of requests do not require special construction and follow the procedures as defined below.

Some scenarios when you might need to request simple service wire rearrangement/relocation/replacement via LSR are:

* Need to relocate an aerial or a buried drop or NID for existing service due to remodeling.
* Need to temporarily move service wire and/or NID due to construction, landscaping, tree trimming, etc? then return it to its original location. You must submit a second LSR when ready to have the drop wire and NI reconnected.
* You would like CenturyLink to bury an aerial drop wire.

Simple Service Wire consists of any standard technician installable drop wire. Examples of Simple Service Wire include:

* Aerial 1,2,3, or 6 pair drop wire
* Buried 1,2,3, or 6 pair drop

Some structural examples are:

* Single premise residence
* Single premise business
* Apartment complexes up to an 8-plex (8 apartments)
* If there is fewer than 6 telephone and/or date lines into any premise, consider the building to be fed with Simple (Non-Complex) Service Wire

When you request relocation of an existing Service Wire/Drop, CenturyLink will perform the work and bill you. A NID move may also be required when you request Service Wire Rearrangement.

By submitting a LSR you are authorizing CenturyLink to perform Service Wire Rearrangement/Relocation/Replacement and accepting the charges.

Rates for simple service wire work are not contained in your Interconnection Agreement and an amendment is not required. Instead, you will be billed the same rates a retail end-user would be billed. Applicable Retail Universal Service Order Codes (USOCs) will be used to bill retail tariff rates. For additional information related to USOC and Field Identifiers (FID) refer to [USOC / FID Finder](https://www.centurylink.com/wholesale/usocfidfind). Service wire work charges are determined by tariff, state, and the length of Service Wire/Drop. Rates for this activity can be found in the [Retail Tariff](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html). In addition to Simple BSW rates, Network Premise Work Charges apply.

If the address remains the same, the activity type on the LSR would be a "C" to denote change activity. Mark the LSR for manual handling and include a notation in the Remarks Section that the drop is to be moved and whether or not CenturyLink trenching is required.

If the address changes due to the drop being moved, the activity type on the LSR would be a "T" to denote transfer activity. Do not mark the LSR for manual handling in this instance because this is normal processing for an address change.

For Unbundled Loop service only: if the address remains the same, the activity type on the LSR would be a "M" to denote service wire and/or NID move. If the address changes, the activity type on the LSR would be "T" to denote transfer activity, and manual handling is not necessary.

When you submit a LSR and additional Simple BSW capacity is required, the original LSR should include one or more of the appropriate BSW USOCs. CenturyLink will not charge for BSW expansions as stipulated in state specific [Tariffs/Catalogs/Price Lists](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html). When the original request has been placed in jeopardy for BSW activities, a supplemental LSR/ASR is required to perform work activities related to providing additional capacity.

When you require that the Simple BSW be rerouted, the cost for trenching the new Simple BSW will be billed to you in accordance with state tariff. This will also apply to a request to bury an existing aerial Drop.

If you would like CenturyLink to perform the trenching and lay the Simple BSW, use the appropriate USOC for the length of the trench required on your LSR request. Trenching USOCs include BSW and trenching costs. If you have your own trench and would like CenturyLink to lay the Simple BSW, include the type of wire required by providing the appropriate USOC, and the length being requested should be noted in the Remarks section of your LSR.

If your end-user feels it necessary to meet with an engineer, you may follow the Complex/Special Construction Drop Wire process above.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Simple BSW/Trenching USOCs** | | | | | |
| **Customer Wants CenturyLink to Dig Trench & Lay Simple BSW** | | **Customer Digs Own Trench, Wants CenturyLink to Lay Simple BSW** | | | |
| Under 300 FT | Over 300 FT | 3 Pair, Non-Gopher protected, Per 10 FT | 3 Pair, Gopher protected, Per 10 FT | 6 Pair, Non-Gopher protected, Per 10 FT | 6 Pair, Gopher protected, Per 10 FT |
| USOC: HRHTA | USOC: HRHTB | USOC: 93G2K | USOC: 93G2L | USOC: 93G2M | USOC: 93G2N |

If the CenturyLink technician determines something different is required than what you requested on your LSR, they will attempt to contact you for approval to change the wiring and/or trenching. If the CenturyLink technician cannot reach you, the order will follow the current Customer Not Ready process.  
If it is determined that the trenching job is greater than 600 feet, it must follow the current Special Construction process. If this determination is made by the CenturyLink technician, they will attempt to contact you. If you cannot be reached, the order will follow the current Jeopardy process.

If your end-user feels it is necessary to meet with an engineer, you may follow the Complex/Special Construction Service Wire Process above. If a Complex/Special Construction request is made, CenturyLink will follow the Complex/Special Construction process to complete the job and bill the work.

NOTE: CenturyLink does not perform trenching in a Mobile Home Park except in Arizona as described below. Before CenturyLink will install or repair a service, the CenturyLink technician will ensure there is a signed “CenturyLink Corporation Agreement for Construction and Maintenance on Private Property” approval letter that must be available from the property owner to provide the easement. If this letter is not on file, the CenturyLink technician will provide a copy of the letter for signature. If this step has not occurred, a drop will not be laid and the order will follow the current Customer Not Ready process. Once CenturyLink has verified the signed letter from the property owner, an open trench must be in place to install the Drop Wire. If there is not an open trench, CenturyLink may choose to lay a temporary drop until a trench is provided. Time and material charges may apply. In the state of Arizona, CenturyLink may, at its sole discretion, perform trenching. If CenturyLink denies a request for trenching, it will provide notice of such decision to the requesting party.

Requests for Service Wire and a NID move are rare for Wholesale Interstate Access Services ordered out of the CenturyLink Operating Companies Tariff F.C.C. No. 11. Circuits tend to be located from one central office to another so Service wire is not involved. However, incidental requests for service wire or NID moves on services billed in CABS are handled as "Inside Moves" when applicable. The ASR is marked with ACT=M.

**Network Interface Device Moves**

The NID is a means of connection for on-premises wiring and CenturyLink's distribution plant. The simple NID is generally placed on the outside of a single-family residence and allows connection of CenturyLink facilities to end-user owned inside wire. Only simple NID moves are applicable to this section.

NID moves occur when an end-user requests a move of a NID from one physical location to another location on the same building at a single-tenant unit. Aerial or BSW moves may also be required when you request a NID move and additional charges may be applicable (see above). You may request a simple NID move via a LSR and CenturyLink will perform the associated work.

By submitting a request for a NID move on an original or supplemental LSR, you are authorizing CenturyLink to perform NID work and accepting the charges.

Rates for NID moves are not contained in your Interconnection Agreement and an amendment is not required. Instead, you will be billed the same rates a retail end-user would be billed. Applicable Retail Universal Service Order Codes (USOCs) will be used to bill retail tariff rates. For additional information related to USOC and Field Identifiers (FID) refer to [USOC / FID Finder](https://www.centurylink.com/wholesale/usocfidfind). NID move work charges are determined by tariff and State. Rates for this activity can be found in the [Retail Tariff](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

Rate elements may also include "Additional Labor Charges" to perform work at the end-user premises. On existing services a "Dispatch" charge will be billed along with the "Additional Labor Charge". Rates for these charges may be found in the [Retail Tariff](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

Note: If an LSR is submitted because the service wire and/or NID work is initially thought to be simple, a CenturyLink technician may be dispatched only to find that work cannot be completed via LSR due to one or more elements that must be engineered or requires special construction. The CenturyLink technician will status the LSR to CenturyLink engineering. A CenturyLink engineer will contact you to determine the scope of the job, and provide a quote. The quote may contain a combination of network premises work charges, additional labor, wiring charges or other applicable charges. The request will be handled on an engineering job and the quote must be accepted by you before CenturyLink will perform work.

**Correcting the Wrong Demarcation on Repair/Moving the Demarcation**

If the demarcation point is not found or the service is not working at the expected location and you want CenturyLink to correct or move the demarcation point, see additional language found in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html) under CLEC Roles and Responsibilities section, Correcting the Wrong Demarcation on Repair/Moving the Demarcation sub-section.

**Moving Existing Circuits From One Demarcation to another at Same Premises**

Your end-user has requested to move existing circuits from one Demarcation to another at the Same Premises. This usually indicates the end-user is performing an inside move and may need inside wiring to extend their service from one terminating location to another.

Example: Customer has circuits coming out of a phone closet on one end of a strip mall to their primary store. The customer wants to have one of their existing circuits extended from their primary store location to a kiosk on the other side of the mall. There is another phone closet close to the kiosk that serves the stores on that side of the mall.

First, explore the option of inside wiring from CenturyLink (where applicable) or via a wiring vendor, as circuits can be extended from the existing demarc location internally. If inside wiring is not a solution and you desire a cut-over of circuits from one demarc to another within the same premises, you must submit an LSR ACT=T with an address change to a LOC that is served by the desired demarc. It is necessary to designate the address with precise LOC information so that CenturyLink inventory and 911 records are updated properly. If no address change or LOC designation is present, the LSR will be rejected. This activity requires full redesign and re-assignment of facilities. Applicable installation charges apply.

**Tagging of Circuits at the Demarc**

You may request tagging a demarcation point for any CenturyLink Service.  This request can be submitted via your normal channels for submitting repair tickets.  This type of request is considered Additional Labor.  You may be billed an applicable charge.

When you request tagging and no repair condition exists, open an Assist Test (AT) repair ticket.  If the repair ticket is opened within thirty (30) days of order completion and the circuit is found tagged, CenturyLink will bill the appropriate repair charge(s).  If not tagged, CenturyLink will tag at no charge to you.  If the repair ticket is opened after thirty (30) days of order completion, CenturyLink will bill the appropriate repair charge(s).

If the CLEC requires information identifying the Demarcation Point to complete its installation, upon service order completion, CenturyLink will provide information identifying the location of the Demarcation Point (e.g., accurate binding post or building terminal binding post information) to the CLEC. If CenturyLink is unable to provide such information, the Demarcation Point is not tagged, and the CLEC has dispatched personnel to find the Demarcation Point and is unable to locate it, CenturyLink will dispatch a technician and tag the line or circuit at the Demarcation Point at no charge to the CLEC, if the CLEC informs CenturyLink within 30 Days of service order completion. If notification to CenturyLink is made more than 30 Days after the service order completion, CenturyLink will dispatch a technician and tag the line or circuit at the Demarcation Point and bill the Dispatch and Additional Labor Miscellaneous Elements.

General maintenance and repair activities regarding demarcation, dispatch information and the associated charges are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Resetting the dB loss on Unbundled DS1 Loops**

CenturyLink will provision an Unbundled DS1 Loop) to meet American National Standards Institute (ANSI) standards. Depending on the type of installation option you choose, test results may or may not be provided at time of test and turn up.

CenturyLink does not have an option for you to request a 0dB level on your Unbundled DS1 circuit. However, when you order a Basic Installation with Cooperative Testing or Coordinated Installation with Cooperative Testing, your technicians have the opportunity to conduct joint testing with the CenturyLink technician and to mutually share relevant/applicable information pertaining to the demarcation information. If the prescribed transmission parameters (i.e., ANSI standards) do not work for your equipment or you are still experiencing problems with the circuit, CenturyLink will alter the dB loss setting where technically feasible, to make the circuit functional.

If you have not requested Cooperative Testing as part of your installation option, and you are experiencing problems with the circuit, your order will be completed and you will be required to open a repair ticket utilizing the QCCC Warranty process. Detailed information for the QCCC Warranty process can be found in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**ANSI Performance Report Messages (PRM)**

ANSI PRM may be used to locate the trouble source on a T-1 circuit to either the telco or customer side of the demarc. ANSI PRM will be provided, where available, when a customer orders service via the appropriate NCI code found in Technical Publication, [1.544 Mbit/s Channel Interface](http://centurylink.com/techpub/77375/77375.pdf), 77375. It is not known until CenturyLink designs the order whether this functionality can be provided. When available, your order will be provisioned as requested. If ANSI PRM is not available, CenturyLink will change the NCI code as appropriate for non ANSI PRM, and CenturyLink will notify you based on your ordering method, to enable the continued provisioning of the service. No supplemental order is required from you.

If your request was issued on an ASR, a Clarification/Notification Request (C/NR) form will be sent to you and the new NCI code will appear in the Remarks section and CNT field will be populated with a D (remarks, information only).

**Pre-Provisioning Requests (AZ Only)**

Traditionally, when a service is ordered to a new living unit (including a facility for UNE use), the continuity of the field side of the network is completed on the Due Date. This continuity includes placement and termination of the drop wire, placement of the network interface device (NID) and connection of the drop to CenturyLink's network at the serving terminal. This work is in addition to the completion of continuity on the central Office side of the network (connection of jumpers on the MDF and switch or collo). CenturyLink will pre-provision (placement and termination of the drop wire, placement of the network interface device and connection of the drop to CenturyLink's network at the serving terminal) the continuity of the field side of the network in AZ for residential locations at the provider's request. The CLEC can request pre-provisioning prior to submitting a service request, by sending an e-mail including the pertinent information (state, community name/city, subdivision name and address of the new living unit) to [AzLPCC85@centurylink.com](mailto:AzLPCC85@centurylink.com). The pre-provisioning work is performed after the developer notifies CenturyLink, that a conduit is in place or a trench is open to the new living unit, and will be completed as workload permits.

**Exceptions**

Please contact your Service Manager for additional information regarding the following:

* Pole and Pedestal moves that may require permits due to easements. These moves are not described in this document.
* For all other types of NID moves, i.e., Multi-Tenant Environment (MTE) NID.

**Order Entry**

For NID moves or Service Wire Rearrangement/Relocation/Replacement and for Tagging of Circuits at the Demarc in conjunction with other order activity, populate the LSR/ASR as follows:

* When you request this type of work during the initial loop request, populate the LSR/ASR with the following information:
  + ACT = N (New)
  + Remarks Field examples are:
    - Customer has new construction requirements, please move NID to rear East wall of the garage.
    - Customer has requested the Aerial Drop be moved to allow construction, place Aerial on Northwest corner of house.
    - Customer has requested Aerial Drop be changed to Buried Drop, all associated charges are accepted.
    - Tag the Demarc - Dispatch to premises needed
  + Manual Indicator = Y
  + Complete the remaining fields on the LSR/ASR as required.
* When a request is made for this type of work on an existing loop, populate the LSR/ASR with the following information:
  + ACT = C (Change) Service Wire  Rearrangement/Relocation/Replacement including Tagging the demarc in conjunction with other requested service activity  
    or
  + ACT = M (Unbundled Loop only - NID Move)
  + Remarks Field examples are:
    - Customer has new construction requirements, please move NID to rear East wall of the garage.
    - Customer has requested the Aerial drop be moved to allow construction, place Aerial on Northwest corner of house.
    - Customer has requested Aerial Drop be changed to Buried Drop, all associated charges are accepted.
  + Manual Indicator = Y
  + Complete the remaining fields on the LSR/ASR as required.

**Delivering UNE, Resale, and Interconnection Services**

To deliver your Wholesale products and services, CenturyLink's Service Delivery Coordinators (SDC) and Customer Communication Technicians (CCT) work with your designated point of contact, identified on your service request. We will coordinate the necessary provisioning and installation functions, using our existing processes for both dispatched and non-dispatched orders, communicating with our internal organizations and your contact to deliver the services requested.

When you request a conversion from one service or provider to another and experience a problem, you may request to have the circuit cut back to its original state. A cut back may be requested on the DD after notification that the cut is complete and prior to your acceptance of the service request. The cut back process allows you to return your end-user's service to its original state. If you request that your circuits be returned to their original state and the service order is complete (you accepted the service request), follow the Restoral Process in the [Expedites and Escalations Overview PCAT](https://www.centurylink.com/wholesale/clecs/exescover.html). If you request a cut back on one circuit, all associated circuits on the same ASR/LSR are restored to their original state. You will need to contact us to request a cut back by notifying the appropriate organization within CenturyLink, i.e., the CenturyLink organization that contacted you regarding completion of the service request. When we receive notification, we will cut the circuit back to its pre-cut condition and place the original service request in jeopardy with an appropriate jeopardy code. Other lines included on the same ASR/LSR will also be placed in jeopardy status due to the cut back. You will be required to supplement your ASR/LSR with a request for a new DD.

As your service request flows through our work centers, when critical provisioning, installation and/or testing functions cannot be performed on time, your service request may be delayed and a jeopardy code assigned. Subsequent due dates for orders in jeopardy for customer reasons will be established using normal processes in place today for both dispatched and non-dispatched orders. If the order in jeopardy requires a supplemental order, no further work will occur until the supplement is received. Supplements order processing is covered in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html) web page.

**Dispatching CenturyLink Technicians**

Our Technicians are dispatched to perform installation and test work, either at your premises or your end-user's premises as required for the services ordered. If your Technician or end-user requests additional work or services that are not on the original service request, the CenturyLink technician will advise your technician or end-user to contact the order originator or service provider.

When our dispatched field technician arrives, we attempt to contact you if your technician is not available. If our technician can finish their work, we try to notify you of completion. If we are unable to contact you the service request is closed and a voice message is left notifying you that the service is installed with all testing completed. If your designated contact cannot be reached, and our technician cannot complete the required work and/or testing, your service request is delayed, a jeopardy code is assigned, and additional dispatch charges may apply. When you request a new due date, and a dispatch is required to complete the installation and testing, a minimum interval of three business days is necessary.

You have the ability to query the service order dispatch "estimated start time" through the ~~IMA~~ EASEPost Order Status functionality. The functionality will eliminate the need for calling into the CenturyLink Center to obtain real time data for dispatches on the due date. General ~~IMA~~ EASEactivities are described in the [~~Interconnect Mediated Access (IMA)~~](https://www.centurylink.com/wholesale/ima/gui/) Enhanced Automated Service Order Entry (EASE).

Some CenturyLink addresses are served by Fiber To The Premise (FTTP). When an address is FTTP, additional USOCs can be added to your appointment and on your LSR to ensure the appropriate technician and time are scheduled. Should you determine your end user is served by FTTP, add USOCs 1CRGN and 1CROC. There are no charges associated with these USOCs.

To determine if your end user is served by FTTP, you may perform any of these Pre-Order queries:

* ~~IMA~~ EASE Pre-Order Loop Qualification for Resale to check an address or TN and you find the FTTP information is returned in one of the Loop Qual messages
* Check Facility Availability query for a POTS to UBL. The response will contain FIBER or one of the fiber technologies such as FTTP.
* Raw Loop Data query and the cable name begins with FTH.

**Circumstances Impacting Service Delivery**

Conditions preventing CenturyLink from completing your service as requested include:

* While CenturyLink's testing indicates the service meets all testing requirements to and including the Network Interface Unit (NIU), your technician or local contact is not ready to accept service. (Note: Not applicable for Provider Tested Access (PTA) eligible orders that are completed after required testing is performed.)
* Your technician or local contact is unable to provide the access necessary for CenturyLink technicians to finish their work. No Access situations include:
  + Your technician or vendor not available for testing
  + No access to the service and/or premises
    - Access to a locked terminal room is unavailable
    - Unable to access restricted areas necessary to turn up service
    - Unable to access premises (e.g., end-user not home, no local contact, big dog in yard, etc.)
* Your service request requirements changed on the Due Date
* Although the service is active, your technician or local contact not ready to accept the service
* Conduit must be placed by the building owner to the demarcation point for buildings requiring cable or conduit reinforcement. Orders may be delayed if the conduit has not been placed and passed inspection. The order will be placed in jeopardy if the owner/builder did not notify CenturyLink that the entrance conduit is in place. CenturyLink has 30 days after notification that the conduit is in place to inspect it and place entrance facilities.
* Your test results are not acceptable to you
  + For Unbundled DS1 Loop - refer to Installation Points of Interface, Additional Miscellaneous Work Activities, Resetting the dB loss on Unbundled DS1 Loops.
* You experience a weather, disaster, or work stoppage condition at your site
* You are not ready to accept an order on the Due Date

**Customer Not Ready (CNR)**

For all service requests there is a maximum time allowed for you to delay acceptance of service or CenturyLink may either automatically cancel it and bill you appropriate cancellation charges, or automatically turn up the service and begin billing the applicable non-recurring and monthly recurring charges. The CNR process differs depending on whether the service is Non-Designed and Designed.

**Non-Designed**

For Non-designed Services ordered via a LSR form, jeopardy notices are issued within two business days of the CenturyLink Service Center receiving notification of the CNR condition.  The CNR jeopardy notice will provide information regarding the action required during the 30 business days you have to respond.  If you wish to accept the service within the 30-business day timeframe, issue a supplement with a new due date that occurs within 30 business days of the original due date for service.    If you wish to cancel the service request within the 30-business day timeframe, issue a SUP to cancel the service request.  Appropriate cancellation charges will apply.  If you have not accepted the service by the 31st business day, your order(s) will be canceled, the LSR will be rejected, and appropriate cancellation charges will apply.

For Disconnect, a CNR jeopardy notice is sent to notify you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond.  If you wish to disconnect service on a new due date within 30 business days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date.  If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date.  If you have not issued a supplement within 10 business days of the original due date, your service request will be canceled on the 11th business day after your original due date.  If you still wish to disconnect service after your previous service request has been canceled, you must submit another LSR form.

**Designed**

**Designed Services LSR CNR Process**

For Designed Services ordered via a LSR form, jeopardy notices are issued within two business days of the CenturyLink Service Center receiving notification of the CNR condition. The CNR jeopardy notice will provide information regarding the action required during the 30 calendar days you have to respond. If you wish to accept the service within the 30-calendar day timeframe, issue a supplement with a new due date that occurs within 60 calendar days of the original due date for service. Note: there is a minimum due date of 3 business days from the date you submit the supplement to CenturyLink. Exception: New connect orders for Unbundled Loop/EEL/LMC that received a CNR jeopardy may request acceptance by end of business on the next business day after the due date. If you do not accept the service by end of business on the day following the due date, the circuit will be disabled and you will be required to supplement your order with a new due date that is a minimum of three (3) calendar days out but cannot exceed sixty (60) calendar days from the original due date. If you wish to cancel the service request within the 30-calendar day timeframe, issue a SUP to cancel the service request. Appropriate cancellation charges will apply.  If you have not accepted the service by the 31st calendar day, your order(s) will be canceled, the LSR will be rejected, and appropriate cancellation charges will apply unless the LSR is in a C01 jeopardy status and the service has been fully tested.

For LSRs with a Jeopardy code of C01, if you have not accepted the service or issued a supplement or cancellation of the request by the 31st calendar day, CenturyLink will turn up the circuit and begin billing the appropriate non-recurring and recurring charges.

For LSRs with a Jeopardy code of C29, CLEC or end-user action is required to resolve a site facility issue. The CNR jeopardy notice will provide information regarding the action required and request a SUP submission when your site requirements are completed. If you have not issued a SUP within 60 calendar days the LSR/PON will be cancelled and you may resubmit the LSR when the site is ready.

For Disconnect, a CNR jeopardy notice is sent to notify you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond. If you wish to disconnect service on a new due date within 60 calendar days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date. If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date. If you have not issued a supplement within 10 business days of the original due date, your service request will be canceled and CenturyLink will continue to bill for the service on the 11th business day after your original due date. If you still wish to disconnect service after your previous service request has been canceled, you must submit another LSR form.

**Designed Services ASR CNR Process**

For services ordered via an ASR form, the originator is advised of the CNR condition via the ASOG Clarification/Notification Request (C/NR) form advising you that action is required during the 30 calendar days that you have to respond. If you wish to accept the service on a new due date within 60 calendar days of the original due date, you must issue a supplement requesting service on the new due date. Note: there is a minimum due date of 3 business days from the date you submit the supplement to CenturyLink. For Local Interconnection Service (LIS) only, if you wish to accept billing for service on the original due date before accepting the service itself, contact your SDC to complete the service request. If you wish to cancel the service request within the 30-calendar day timeframe, issue a supplement to cancel the service request. Appropriate cancellation charges will apply. If you have not accepted the service by the 31st calendar day or did not accept billing (for LIS only), your order(s) will be canceled and appropriate cancellation charges will apply unless the ASR is in an RCODE 1C jeopardy status.

For Disconnects, the originator is advised of the CNR condition via the C/NR form advising you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond.  If you wish to disconnect service on a new due date within 60 calendar days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date. If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date. In you have not issued a supplement within 10 business days of the original due date, your service request will be canceled on the 11th business day after your original due date. If you still wish to disconnect service after your previous service request has been canceled, you must submit another ASR form.

For an ASR CNR Jeopardy, the remarks on the C/NR form will indicate that if you do not SUPP the ASR, the order will be completed and will have an RCODE of 1C.  In EASE, the remarks will state:  Customer Not Ready-Fully Tested.  If you have not accepted the service or issued a supplement or cancellation of the request by the 31st calendar day, CenturyLink will turn up the circuit and begin billing the applicable recurring and non-recurring charges.  
   
For Disconnects, the originator is advised of the CNR condition via the C/NR form advising you of the CNR condition and to provide information regarding the action required during the 10 business days you have to respond. If you wish to disconnect service on a new due date within 60 calendar days of the original due date, you must issue a supplement requesting the new due date within 10 business days of the original due date.  If you wish to cancel the disconnect service request, you must issue a supplement within 10 business days of the original due date. In you have not issued a supplement within 10 business days of the original due date, your service request will be canceled and CenturyLink will continue to bill for the service on the 11th business day after your original due date. If you still wish to disconnect service after your previous service request has been canceled, you must submit another ASR form.

For ASR Jeopardy type C29 (CLEC or end-user action is required to resolve a facility issue), if after CenturyLink communicates the needed customer action, you do not respond within the following timelines, the order will be cancelled and you may resubmit the ASR when those timelines are known:

* Scheduling and completing the Site Survey within 30 calendar days of CenturyLink contacting the end user for the initial site visit.
* Once the Site Survey is completed, CenturyLink will communicate the requirements and the time frames for the requirements. Within 60 calendar days of the requirements being sent, you must accept the requirements and commit to move forward with the build, or the ASR will be cancelled.
  + If the construction completion date is known, provide that date when you commit to move forward with the build. If unknown, CenturyLink will FOC the due date it can meet.
  + Subsequently, if you are unable to meet the due date that was FOC’d, you must SUPP the desired due date on the order to the date the customer construction will be complete.
* If you are not ready to install the service by the committed due date from CenturyLink, you will have 90 calendar days to supplement the desired due date on order with the new customer construction complete date or the order will be cancelled.
* In the event no build is required, the customer will have 60 calendar days to complete site requirements to resolve a site facility issue.

**CNR Managed Projects**

Defined as "any request for service from a single CLEC resulting in the issuance of multiple service requests that must be worked simultaneously for the request to be completed" with each request having a valid assigned Project ID (PRN) and a Project Manager/Coordinator monitoring the project.

When a service request is part of a project and you are not ready to accept the service 30 business days after the original Due Date, the same process (described above) is followed. The Project Manager will be notified at the same time the Cancellation Notice is sent.

**Service Drop Wire or Conduit Placement**

When a field technician is dispatched out to perform installation for a Wholesale order and he/she determines that initial/additional service drop wire (for residential premises) and/or conduit placement (for business premises) is required, the following will apply:

* Non-designed: CenturyLink Field Technician will contact you to inform you of a jeopardy condition regarding placement of drop wire and/or conduit. The notification to you will be either directly to your contact or via a voice message. If your voice message system is full, the field technician will make one more attempt to contact you. If the field technician is unable to contact you directly, the order will be placed in CNR jeopardy status.  
    
  Internal process authorization of charges will need to be approved by you via a SUP on the LSR. Appropriate USOCs will be applied to the service order after the SUP is received. Placement of conduit and the cost associated with it is the responsibility of the property owner. If conduit placement is required, the field technician may advise the property owner where the conduit should start and end.
* Designed (i.e., Unbundled): The CenturyLink Field Technician will contact the CenturyLink CLEC Coordination Center (CCCC) or Designed Services Center (DSC) and the CSIE will contact you to inform you of the jeopardy condition regarding placement of drop wire and/or conduit. The order will be placed into CNR jeopardy status.  
    
  Authorization of charges will need to be approved by you via a SUP on the LSR. Appropriate USOCs will be applied to the service order after the SUP is received. Placement of conduit and the cost associated with it is the responsibility of the property owner.
* If conduit placement is required, the field technician or other Network employee will advise the property owner where the conduit should start and end. You should contact the property owner or end-user to determine when conduit placement will be complete and ready for inspection. Your order will be placed in a customer jeopardy status and CenturyLink will request a supplement from you on the LSR for a revised DD. Note: An order in jeopardy status must be addressed by modifying the requested DD (SUP Type 2) or by canceling the order (SUP Type 1). If the order is canceled, you can resubmit a LSR when the property owner provides confirmation that the conduit has been placed.
* The BSW group will receive notification and schedule contractors to place service wire. After service wire is placed, the field technician is then dispatched out to complete installation.
* Status on a pending order can be obtained via the [CenturyLink Escalation Desk](https://www.centurylink.com/wholesale/clecs/exescover.html)

**Disconnect Orders**

CenturyLink handles disconnects with the same care as new installations or rearrange orders. For products that follow the POTS workflow, CenturyLink will process your disconnect order upon receipt. For products that follow the Designed workflow, CenturyLink will take additional steps to ensure that your service request is handled appropriately. These steps include the following:

1. Prior to the Due Date of a disconnect order, our Customer Communications Technicians (CCT) review the order to determine if the disconnect is non-payment related.
2. If the disconnect is for non-payment, the order is completed as scheduled.
3. For orders not related to non-payment, the CCT checks for related orders (e.g., "Adds" requiring coordination with disconnects). If you choose to:
   * Delay the disconnect order and can provide a firm due date, a supplement must be issued immediately to prevent interruption of service.
   * Delay the disconnect order but are unable to provide a firm Due Date, cancel the service request and resubmit it when you have a firm date for the service to be disconnected.
   * Request the order be canceled, you must issue a supplement to the order.

The Quick Release Disconnect (QRD) process is no longer necessary; however, you may continue to populate your request with QRD values. i.e., you may enter "QRD" in the Implementation Contact (IMPCON) field and "000-000-0000" in the Telephone Number (TELNO (IMPCON)) field of the LSR form.

**Loss Notification**

A CenturyLink Loss Notice (LN), also referred to as "Provider Notification (PN)", provides Post-Order information regarding outward line activity authorized by end-users when they select a new local service provider. LNs are available to [~~IMA~~ EASEGUI and ~~IMA~~ EASEXML](https://www.centurylink.com/wholesale/ima/gui/imauser.html) users. You may receive a LN as follows:

* + ~~IMA~~ EASEXML users will automatically receive an 836 XML transaction:
    - You must subscribe to this type of LN via the CenturyLink Information Technologies (IT) Help Desk at 888-796-9102.
    - LNs will be provided at a Working Telephone Number (WTN) Level.
  + ~~IMA~~ EASEGUI users will automatically receive a fax and/or e-mail
    - You must subscribe to this type of LN via the CenturyLink IT Help Desk at 888-796-9102.
    - LNs will be provided at a WTN Level.

Refer to the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html) (refer to Provider Notification) for detailed information regarding LN.

**Completion Notification**

The CenturyLink Completion Notice (CN), also referred to as "Completion Response" is a Post-Order function and is available for [~~IMA~~ EASEGUI](https://www.centurylink.com/wholesale/ima/gui/imauser.html) and ~~IMA~~ EASEXML users. For detailed information contained in the CN, refer to [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

**Post Completion Notification**

After a LSR has completed, there are times when it is necessary for CenturyLink to make changes to the original service order or issue replacement or correction service orders. The Post Completion Notification Process is used to contact you when changes have been made to the original order activity or when subsequent order activity has been issued (post completion).

When post completion order activity warrants notification, a CenturyLink SDC will send an e-mail message to the LSR originator within 24 hours with the pertinent details. If an e-mail address was not provided on the LSR (i.e., ~~IMA~~ EASEXML requests), the LSR originator will be contacted to obtain the appropriate e-mail address or an alternative address to use to notify you. If you have any questions associated to Post Completion notices, you can call CenturyLink at 866 434-2555 for assistance.

**Billing Completion Notification**

When all the service orders associated with a LSR have posted to the CenturyLink billing system, we will send you a Billing Completion Notification (BCN). This notification will be sent automatically via ~~IMA~~ EASEfor all service order records contained in ~~IMA~~ EASE.

The BCN will contain the LSR PON, order numbers, the updated Account Number (AN) (including Customer (CUS) code), and the billing completion date. You may request that a duplicate BCN be faxed and/or e-mailed to you by calling CenturyLink at 1-888-796-9087.

You must sign up to receive the BCN by contacting the ~~IMA~~ EASEHelp Desk. After you subscribe, you will begin receiving the notices the next business day.

**Loss and Completion Reporting**

In today's competitive environment end-users are free to choose their local service provider as well as change the products/services they purchase from their provider. CenturyLink reports this end-user activity (movement to and from CenturyLink, movement from CLEC to CLEC, as well as changes on the end-user's account) on two reports: the Loss Report and the Completion Report.

Loss and Completion Reports contain activity that notifies you when work-order activity is completed, impacting you or your end-user's account. Loss and Completion Reports are generated within CenturyLink QC and only for specific products. Refer to our [Billing Information - Additional Outputs](https://www.centurylink.com/wholesale/clecs/output.html) web page for more information about these specific products.

* + **Loss Report:** The Loss report is issued when an order is completed or cancelled showing outward line activity, including a full or partially discontinued account.
  + **Completion Report:** Is generated when an order is completed or cancelled. Completion reports can contain both Loss and Completion activity.

**Report Frequency and Delivery Methods**

Generated daily, Loss and Completion Reports are sent to your assigned point of contact via the transport medium (e.g., NDM (Direct or Dial-In), FTPS (File Transfer Protocol Secure), Electronic Fax, or by WEB) you choose. The [Customer Questionnaire](https://www.centurylink.com/wholesale/clecs/clec_index.html) lists specific requirements related to the various delivery methods.

We recommend large reports be sent in a flat file format, which can be mechanically parsed for your further use, while smaller reports in a report format may be more suitable for manual use. Refer to [Loss and Completion Reports](https://www.centurylink.com/wholesale/training/coursecatalog.html) training web site which includes the Loss/Completion Sample Reports Job Aid to view examples of the Loss and Completion reports. Producing reports daily eliminates questioning if a report was missed. Exceptions to receiving the report daily include service orders that do not meet required report edits. The orders that error due to reporting edits are corrected so they may subsequently appear on the report. When a report is not received, it could be a transport issue needs to be resolved. For assistance (e.g., No File Received, Data Content, Missing Orders or Incorrect Data, Change Transport Medium, Re-send Report), or if you have questions, contact the Wholesale Systems Help Desk at 888-796-9102.

If you are not receiving your Loss and Completion Reports, contact your CenturyLink Service Manager for assistance.

**Training**

**Local CenturyLink 101 "Doing Business With CenturyLink"**

* + This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information. [Click here to learn more about this course and to register](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html).

CenturyLink offers a variety of product related training courses that cover provisioning, installation and testing details for our UNE, Resale, and Interconnection products and services. [Click here](https://www.centurylink.com/wholesale/training/coursecatalog.html) to review our Course Catalog or refer to individual [product and service](https://www.centurylink.com/wholesale/pcat/index.html) web pages to identify specific training recommendations.

**Contacts**

[Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html)

Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.

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