[**https://www.centurylink.com/wholesale/clecs/dispatch.html**](https://www.centurylink.com/wholesale/clecs/dispatch.html)

**Dispatch - V10.0**



**Description**

CenturyLink™ technicians are dispatched to perform installation and test work as required for installation or repair activity. If requested by you, CenturyLink installs and repairs your service to the network demarcation point at the end-user's premises. The network demarcation point is the point at which CenturyLink's network ends and that of another carrier or end-user begins (e.g., Field Connection Point (FCP), Network Interface Device (NID), InterConnection Distributing Frame (ICDF), jack, etc.).

**Provisioning:**

General CenturyLink dispatch information and the associated charges are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Dispatch, for provisioning, is associated with new connection activity (N and T orders) when CenturyLink determines that physical work at the wire center or the end-user's premises is necessary (e.g., placement and/or removal of cross connects). CenturyLink technicians are not automatically dispatched for conversion orders, change orders (e.g., feature additions; changes; or removals), or similiar requests that do not require technician dispatch. When dispatched to the premises for new installation activity, CenturyLink technicians will tag the network interface, if requested, if a tag is not already present.

**Repair:**

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

General maintenance and repair activities regarding demarcation are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html). Product specific dispatch information are described in the individual product PCATs for [Facility-Based Competitive Local Exchange Carriers (CLECs)](https://www.centurylink.com/wholesale/pcat/interconnection.html) or [Resale CLECs](https://www.centurylink.com/wholesale/pcat/resale.html).

**Availability**

Availability section does not apply to Dispatch.

**Terms and Conditions**

If you request technician dispatch by indicating Dispatch 'Yes' or by marking your Local Service Request (LSR)/Access Service Request (ASR) for manual handling on an order for which dispatch is not necessary (as determined by CenturyLink), you must detail your request in the REMARKS section of the LSR/ASR (e.g., "Move NID on Resale") to avoid possible rejection. Additional charges may apply. For information regarding when you can use the Dispatch Field, refer to the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html) and the [ASOG](https://www.centurylink.com/wholesale/forms/asr.html).

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.

**Technical Publications**

Technical Publications section does not apply to Dispatch.

**Pricing**

**Rate Structure**

Recurring charges do not apply to Dispatch.

New service installation: When a technician dispatch is necessary, you will be billed the nonrecurring installation charges associated with that service. For information regarding nonrecurring charges refer to the specific PCAT for [Facility-Based CLECs](https://www.centurylink.com/wholesale/pcat/interconnection.html) or [Resale CLECs](https://www.centurylink.com/wholesale/pcat/resale.html).

If you request a technician dispatch and CenturyLink determines that it is not required, miscellaneous charges such as Maintenance of Service Charges (MSC), Additional Labor Other (Optional Testing), or Additional Dispatch may be assessed in addition to the nonrecurring installation charges associated with that service.

Conversion activity: If you request an unnecessary technician dispatch, and a technician is dispatched as a result of your request the "Dispatch" charge may also be assessed in addition to the nonrecurring conversion charges associated with that service.

Repair: If you contact CenturyLink to report trouble following trouble isolation testing and the problem is found in CenturyLink's network, no charges will apply. If technicians are dispatched and no trouble is found in CenturyLink's network, a dispatch charge may be applicable. TIC, for non-designed services, and Maintenance of Service Charges, for designed services, may also apply (see the Pricing Section of the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html) for additional information.

**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 Policies**

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

**Features / Benefits**

Features/Benefits section does not apply to Dispatch.

**Applications**

Applications section does not apply to Dispatch.

**Implementation**

**Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Product specific pre-ordering requirements are described in the individual PCAT. Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) Pre-Order.

When Enhanced Automated Service Order Entry (EASE) Facility Availability Response indicates a technician dispatch is necessary for your order, you may reserve an appointment date and time. Refer to individual product or service documentation on our [Wholesale Interconnection Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web page to determine which services require dispatch appointments. Since EASE Facility Availability Response does not reserve facilities, the dispatch status for your service request may change during the provisioning process. For information regarding dispatch charges, see the rates and charges within specific PCATs.

The Purchase Order Number (PON) used when scheduling an appointment must be the same as the PON on the service request. If not, your service request will not have a reserved appointment.

If you are not an EASE user and your service request requires a set appointment, the date and time must be arranged by calling the Interconnect Service Center "ISC" at 888-796-9087. During the facility assignment process, the CenturyLink Loop Facilities Assignment and Control Center System (LFACS) may determine that an order that was originally "no dispatch" does require dispatch due to the work activity that must be accomplished (e.g., place cross connects, terminate drop wire, remove cross connect, etc.). Generally, this type of dispatch does not involve your end-users, a dispatch appointment is not necessary, and a dispatch charge does not apply in this situation. However, your end-users may see CenturyLink technicians in the area working to complete their order.

**Ordering**

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Product specific ordering requirements are described in the individual PCAT. The implementation contact Telephone Number (TEL NO), implementation contact PAGER, alternative implementation contact TEL NO, and alternative implementation contact PAGER fields must contain local or toll-free telephone numbers if the order requires a dispatch.

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Product specific provisioning and installation activities are described in the individual PCAT.

To deliver your Wholesale products and services, CenturyLink's Service Delivery Coordinators (SDC) and Customer Communication Technicians (CCT) work with the 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.

If critical provisioning, installation and/or testing functions cannot be performed on time as your service request flows through our work centers, your service request may be delayed and have a jeopardy code assigned to it. Subsequent due dates for orders in jeopardy for customer reasons will be established using current processes 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 and delayed order processing are covered in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html) web page.

When our dispatched field technician arrives, we will attempt to contact you if your technician is not available. If our technician can finish the installation or repair work, we will attempt to notify you of completion. If we are unable to contact you, the service request will be closed and a voice message will be 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, the minimum installation interval detailed in the [SIG](https://www.centurylink.com/wholesale/guides/sig/index.html) is applicable.

**Maintenance and Repair**

Maintenance and Repair section does not apply to Dispatch.

**Billing**

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html) Ensemble is the new billing system for customers. For questions about the bill, please follow the instructions on the reverse side of each billing statement.

The Ensemble bill is described in [Billing Information – Ensemble](https://www.centurylink.com/wholesale/clecs/ensemble.html).

Carrier Access Billing System (CABS) billing is described in [Billing Information - Carrier Access Billing System (CABS)](https://www.centurylink.com/wholesale/clecs/cabs.html).

**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)~~.~~ [Click here to learn more about this Training](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)
* View additional CenturyLink courses by clicking on ~~Course~~ [Training Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

This section is being compiled based on your feedback.

**Last Update:**  October 25, 2023

**Last Reviewed:**  March 20, 2024