[**https://www.centurylink.com/wholesale/pcat/lmc.html**](https://www.centurylink.com/wholesale/pcat/lmc.html)

**Loop MUX Combination (LMC) - V56.0**



NOTE: The Federal Communications Commission ("FCC" or "Commission") released Order FCC 19-166 on July 12, 2019, Order FCC 19-72 on August 2, 2019, and altered CenturyLink's obligations to provide certain unbundled network elements. As such, these services will no longer be available after the following transition periods, consistent with the terms of the FCC Orders: 1) Unbundled Dedicated Interoffice Transport - new orders not available after January 12, 2020; 2) Enhanced Extended Loops and Loop Mux Combinations - new orders not available as of January 12, 2020. The wire center lists pertaining to this order can be found at: <http://www.centurylink.com/wholesale/clec.html>.

**Product Description**

Loop MUX Combination (LMC) is a commingled arrangement that includes an Unbundled Local Loop (referred to in the PCAT as an LMC Loop) connected to a tariffed Private Line Transport (PLT) or Special Access (SA) Digital SignalLevel 1 (DS1) or Digital Signal Level 3 (DS3) multiplexed facility.  The PLT/SA multiplexed facility is provided as an Interconnection Tie Pair (ITP) or Expanded Interconnection Termination (EICT) from the high side of the multiplexer to the Competitive Local Exchange Carrier’s (CLEC’s)collocation.  Both the multiplexer and the collocation are located in the same CenturyLink™ Wire Center and the multiplexed facility has no interoffice transport. An [Enhanced Extended Loop (EEL)](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/eel.html) Loop with transport can be connected to the PLT/SA multiplexer facility.

Loop MUX Combination (LMC) provides you with the ability to access end-users and aggregate DS1 or Digital Signal Level 0 (DS0) – Analog Voice Grade (VG) loops to a higher bandwidth using a tariffed DS1 or a DS3 multiplexed facility.  There is no transport between the multiplexer and your collocation.  The PLT/SA multiplexed facility must terminate in your collocation.  An LMC loop must terminate at an end-user’s premises/demarcation point.

Digital Signal Level 0 (DS0) - Analog Voice Grade is a two-point circuit that provides such services as:

* One Flat Rate Residential (1FR) or One Flat Rate Business (1FB) Plain Old Telephone Service (POTS), off-premises extensions, or off-premises station lines.
* Private Branch Exchange (PBX) trunks or trunk type tie lines
* Voice Grade Private Line

**Product Diagram**

The tariffed PLT/SA DS3 to DS1 mulitplexed facility allows you to terminate 28 DS1 loops on the low side of the multiplexer and to multiplex them up to a single DS3, terminating on the high side of the multiplexer. An ITP or EICT is used to create a DS3 transmission path from the multiplexer to your collocation within the same CenturyLink Wire Center. The DS1 loop extends from your Connecting Facility Arrangement (CFA), e.g.,DS3 multiplexed connection, to the end-user’s premises/demarcation point. An EEL DS1 Loop with transport or other tariffed services can be connected to this multiplexer.

The tariffed PLT/SA DS1 to DS0 multiplexed facility allows you to terminate 24 DS0 loops on the low side of the multiplexer and to multiplex them up to a single DS1, terminating on the high side of the multiplexer.  An ITP or EICT is used to create a DS1 transmission path from the multiplexer to your collocation within the same CenturyLink Wire Center.  The DS0 loop extends from your CFA,e.g.,DS1 multiplexed connection, to the end-user’s premises/demarcation point.  An EEL DS0 Loop with transport or other tariffed services can also be connected to this multiplexer.



**Availability**

Loop MUX Combination (LMC) is available where facilities exist throughout [CenturyLink QC](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html).

**Terms and Conditions**

CenturyLink will provide access to the DS1 LMC Loops on an unbundled basis to any building not served by a Wire Center with at least 60,000 Business Lines and at least four fiber-based collocators.

In addition to the TRRO non-impaired wire centers for DS1 and DS2 Unbundled Loop and pursuant to the Omaha Forbearance Order (OFO), CenturyLink is no longer required to, and will not provide DS0 or DS1 LMC Loops in nine Wire centers located in Omaha, Nebraska.  The Omaha Forbearance Wire Centers are described in the CenturyLink Non-Impaired Wire Center Lists for Loops and Dedicated Transport

A maximum of ten (10) DS1 Loops or one (1) DS3 Loop is allowed to any single building on an unbundled basis.

Prior to submitting a DS1 LMC Loop request, you must have a certification form on file.  The certification form is required for each state in which you do business.  This form certifies that the CLEC:

* Is ordering a circuit in an Impaired Wire Center as filed by CenturyLink
* Is ordering a circuit that does not exceed the cap in an Impaired Wire Center as filed by CenturyLink
* Is not accessing and unbundled network element for the provision of mobile wireless services or inter-exchange services

The Certification of Remand Order Criteria High Capacity Unbundled Transport, Unbundled Loop, and Combinations is kept on file at CenturyLink subsequent to submission to the Account Team/Sales Executives and Service Managers.

Loop MUX Combination (LMC) Loops are available where facilities exist or where you have [CLEC Requested UNE Construction (CRUNEC)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/crunec.html) per the terms and conditions of your Interconnection Agreement.

Border town cities are physically located in one state with service provided from a CenturyLink Serving Wire Center located in an adjacent state.  The Interconnection Agreement for the state in which the Collocation is physically located is the Interconnection Agreement that applies to the Border Town.  LMC Loop requests that involve a border town will be provisioned if facilities are available; and your collocation and end-user customer location are within the same CenturyLink Serving Wire Center area.

Loop MUX Combination services that extend to designated high voltage (HV) environments are required to have high voltage protection (HVP). HVP devices may be provided by you, the end user, or may be requested from CenturyLink. General High Voltage Protection activities are described in [High Voltage Protection](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/hivoltprotect.html).

You may utilize the LMC DS1 Loop product to serve a location where you have multiple end user customers at a single multi-tenant location. LMC Loops are not available for telecommunications services provided directly to you for your own administrative purposes. An unbundled loop is defined as transmission facility between a distribution frame (or its equivalent) in a CenturyLink central office and the loop demarcation point at an end user customer premises.

Service guarantees associated with circuits converted from Private Line/Special Access Services to LMC do not apply after the circuits have been converted to LMC.

**Technical Publications**

Technical characteristics, including Network Channel/Network Channel Interface (NC/NCI™) codes are described in [TRRO- Enhanced Extended Loop (EEL) and TRRO Loop Mux Combinations (LMC), 77418](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/techpub/77418.pdf).

**Pricing**

**Rate Structure**

Recurring charges are comprised of the following rate elements:

* Unbundled Local Loop - DS0 or DS1 loop
* Channel Performance at DS0 Analog Voice Grade level

Recurring charges bill on a month-to-month basis. Term contracts and volume discounts are not available.

There are three different LMC Loop nonrecurring charges. The one that is applied to your service request is dependent upon the work CenturyLink must perform to fulfill your request. The following provides a brief description of each LMC nonrecurring charge.

* Full installation nonrecurring charges are assessed when provisioning new LMC.
* A conversion nonrecurring charge is assessed when converting an existing Private Line/Special Access circuit to LMC Loop . This is a billing change only and referred to as a Conversion As Is. No physical work or redesign of the circuit is involved.
* A rearrangement nonrecurring charge may apply for some Conversion as Specified requests:
	+ Roll an existing Private Line circuit from an existing Private Line Multiplexed facility to an existing PLT/SA Multiplexed facility and convert the Private Line circuit to LMC Loop.
	+ Redesign an existing Point-to-Point Private Line circuit to ride an existing PLT/SA Multiplexed facility and; convert the Private Line to an LMC Loop.
	+ Redesign an unbundled local loop to LMC Loop to ride a PLT/SA Multiplexed facility.

Full LMC Installation Nonrecurring charges apply to the following Conversion As Specified requests:

* The conversion of an existing POTS service to LMC Loop

A rearrangement nonrecurring charge may be assessed on some requests for work to be performed by CenturyLink in the same wire center on an existing LMC Loop:

* Move an LMC Loop from one slot to another on the same Multiplexed LMC.

For coordinated project installations scheduled to commence out of hours, or rescheduled by a CLEC to commence out of hours, additional nonrecurring charges will be applied to each LMC circuit for the work performed by CenturyLink outside of normal business hours.  If this offering is not included in your current ICA, an amendment will be required.  Out of Hours Project Coordinated Installations are offered only in those states that contain the appropriate rates found under Miscellaneous Charges in Section 9.20 of Exhibit A for the specific state.

Additional rate information can be located in Exhibit A or the specific rate sheet in your Interconnection Agreement. The nonrecurring charges, either full installation or rearrangement, applied to Conversion as Specified requests are dependent upon the physical work CenturyLink must perform. Full LMC installation nonrecurring charges will apply on all Conversion as Specified requests unless your current Interconnection Agreement includes the LMC rearrangement nonrecurring charge. If you wish to amend your current Interconnection Agreement to include either LMC or the rearrangement nonrecurring charge, contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

For Private Line/Special Access Services that are converted to LMC, minimum service period, termination liability and shortfall charges for the product from which the circuit is being converted will apply and will be assessed as described in the individual state [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html). If you wish to convert services to LMC the conversion of these services will not be delayed due to the applicability of minimum service period, shortfall or termination liability charges.

Information regarding Geographic Deaveraging is available in [Geographic Deaveraging - General Information](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/geodeavg.html).

**Rates**

Rates are available in Exhibit A or the specific rate sheet in your Interconnection Agreement.

**Tariffs, Regulations and Policy**

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Loop MUX Combinations (LMC) are provisioned where existing facilities are available and/or where you have [CLEC Requested UNE Construction (CRUNEC)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/crunec.html) per the terms and conditions of your Interconnection Agreement.

When you submit your service request and facilities are not available, your request may be held for 90 business days. For exceptions and detailed information, refer to the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

Eligible circuits that are converted from Private Line/Special Access Service to LMC Loop will retain all optional features and functions that were associated with the existing service as requested from the tariffs(s). After a circuit has been converted to LMC Loop and you wish to make design changes to that service, the change requested must be in compliance with the design requirements identified in Technical Publication, , [Technical Publication, TRRO- Enhanced Extended Loop (EEL) and TRRO Loop Mux Combinations (LMC), 77418](http://www.centurylink.com/wholesale/pcat/trrotechpub.html).

If the change is outside of the scope of Technical Publication, TRRO- Enhanced Extended Loop (EEL) and TRRO Loop Mux Combinations (LMC), 77418, the Special Request Process must be followed.

The Special Request (SR) process is used when you are requesting nonstandard combination of previously available UNEs, or certain UNEs that CenturyLink does not offer as a standard product but have been identified by the Federal Communications Commission (FCC) or State Commission as network elements. Special Requests information is described in [Bona Fide Request (BFR) and Special Request (SR) Processes](http://lxdenvmap422.qintra.com:50000/wholesale/preorder/bfrsrprocess.html).

**Optional Features**

There are no optional features available with LMC.

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Ability to aggregate unbundled LMC and EEL loops at a multiplexer located in the same CenturyLink Wire Center as your collocation | * Cost effective
* Eliminates the need for DS0 or DS1 terminations in your collocation
 |

**Applications**

See Features/Benefits.

**Implementation**

**Product Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/clec_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/negotiations.html).

Before submitting your first request to either convert or provision new LMC Loops, you should review your Interconnection Agreement.  If your Interconnection Agreement includes provisions for commingling, and all of the appropriate recurring and nonrecurring billing elements comprised in an LMC Loop, an amendment to your Interconnection Agreement is not required.  The following LMC billing elements must be included your Interconnection Agreement:

* DS0 and DS1 Unbundled Local Loops to provide the loop segment to your end-user. Recurring and nonrecurring charges apply. Your Interconnection Agreement must include the nonrecurring rate for Basic Installation with Cooperative Testing.
* Channel Performance for the installation of DS0 - Analog VG LMC circuits. Only recurring charges apply.

If you are amending your Interconnection Agreement, a[New Customer Questionnaire](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/newcustquestionnaire.html) must be updated and provided to your CenturyLink Service Manager.

For large volume (25 or more) conversion requests from PTL/SA to LMC Loop, complete the Tariff to UNE Conversions Project Template which identifies the circuits to be converted and return it to your CenturyLink Service Manager. Your CenturyLink Service Manager will project manage and coordinate your conversion requests with the Service Delivery Center.

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/preordering.html).

Border town characteristics, including a NPA/NXX matrix are described in the [Pre-Ordering Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/preordering.html).

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/lsog.html) Pre-Order.

The [EASE-LSR User's Guide](https://ease.lumen.com/) specifically details the information available for the pre-ordering functions.

Pre-ordering activities applicable to LMC include:

* Validate address
* Check facility availability
* Customer Service Record (CSR) retrieval
* Query Raw Loop Data (RLD) Tools
	+ RLD via EASE-LSR
	+ Wire Center RLD

CSR retrieval is available through EASE-LSR for the following Local Service Request (LSR) ACT types:

* C = Change
* D = Disconnect
* V = Conversion as specified

On-line CSR retrieval is not available for ‘Conversion as is’ requests as the account resides in the Carrier Access Billing System (CABS). EASE-LSR does not have the ability to access records in CABS.

If you are unable to locate the CSR, contact the CenturyLink [Customer Service Inquiry and Education (CSIE)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/customercontacts.html) and select the Centrex and Complex Resale Option to reach the appropriate workgroup.

When contacting the CenturyLink CSIE, be prepared to provide:

* End-user name
* Account Number
* Common Language® Circuit ID (CLS) or Common Language Facility ID (CLF) information
* [Proof of Agency authorization](http://lxdenvmap422.qintra.com:50000/wholesale/preorder/index.html)

Depending on your needs, the CenturyLink CSIE can:

* Provide you with the account number of the facility so you can find the CSR in EASE-LSR
* Fax, mail or e-mail the CSR to you
* Review the CSR with you on the telephone

The RLD Tools provide the physical characteristics of the facility at either the wire center level or at the individual loop level. Data may include, but is not limited to, the physical characteristics by segment:

* Common Language Location Identifier (CLLI™) Code
* Load Coils
* Bridged Taps
* Wire Gauge
* Cable and Pair make-up
* Spare Facility

The Wire Center RLD Tool provides the physical characteristics of the facilities for an entire wire center.

The EASE-LSR RLD Tool provides loop specific information. This tool also enables you to obtain the physical characteristics of the facilities.

Information regarding the EASE-LSR RLD Tool is described in the[EASE-LSR User's Guide](https://ease.lumen.com/). The [EASE-LSR Loop Qualification and Raw Loop Data-CLEC Job Aid](http://lxdenvmap422.qintra.com:50000/wholesale/training/desc_loopqualjobaid.html) provides loop makeup information and instructions on how to use the EASE-LSR based loop qualification tools. and the Wire Center RLD Tool. The Wire center RLD Tool requires [a digital certificate](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/electronicaccess.html).

**Ordering**

General ordering activities are described in the [Ordering Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ordering.html).

Loop MUX Combination (LMC) service requests are submitted using the following LSOG forms:

* LSR
* Resale Private Line (RPL)

Field entry requirements are described in the [LSOG](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/lsog.html).

Service requests should be placed using [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

A separate service request is required for each LMO Loop connected to a multiplexed facility.  When submitting orders for DS1 LMC Loops which will connect to a DS3 multiplexed facility, the CFA of the DS3 facility must belong to you.

A Design Layout Record (DLR) request is described in the [EASE-LSR XML Network Disclosure Document](http://centurylink.com/disclosures/netdisclosure409.html) or the [EASE-LSR User's Guide](https://ease.lumen.com/).

Valid LSR ACT types are:

* C = Change
* D = Disconnect
* M = Inside Move
* N = New Installation
* T = Outside Move
* V = Conversion as specified
* W = Conversion as is

Valid TOS Types include:

* 1 = Business
* 3 = Government

NOTE: LMCs used for residential service require a TOS of 1.

Valid REQTYP is MB.

The Remarks field on the LSR form may indicate your request is for “LMC,”  but is not a required entry.

Service interval guidelines are located in the [Service Interval Guide (SIG)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html).

"When submitting LMC DS1 Loop requests where the end user location is a multi-tenant environment, you must place your company name followed by the acronym "MTE" in the "Name" field in the Secondary Location on the Resale Private Line (RPL) form."

**Loop MUX Combination (LMC) Conversion Requests**

Loop MUX Combination (LMC) ‘Conversion As Is’ is a conversion of an existing Private Line/Special Access loop circuit to LMC Loop.  The conversion does not require redesign of the circuit and will not disrupt service.  There is a change in billing and the service code modifiers within the circuit ID.

A separate service request is required for each ‘Conversion As Is request’.  The ACT field of the LSR must show a ‘W’ for ‘conversion as is’.  In the REMARKS section of each LSR, you may specify “LMC”.

Loop MUX Combination (LMC) Conversion as Specified requires CenturyLink to redesign and perform physical work on a circuit at the time of conversion from Private Line/Special Access to LMC Loop.  The end user address must remain the same for all Conversion as Specified requests.  All work must be performed in the same CenturyLink Wire Center.

The following options are available with Conversion As Specified:

* Roll an existing Private Line circuit from an existing PLT/SA Multiplexed facility to a different PLT/SA Multiplexed facility in the same CenturyLink Wire Center; and convert the Private Line circuit to LMC Loop.
* Redesign an existing Point-to-Point Private Line circuit to ride an existing Multiplexed PLT/SA facility and; convert the Private Line to an LMC Loop.  All work must be performed in the same CenturyLink Wire Center where the multiplexer is located.
* The conversion of an existing POTS service to LMC Loop is offered at the DS0 Analog Voice grade level.  A request to convert an existing or request a new DS1 multiplexed LMC facility must be submitted prior to the request to convert POTS service (e.g., 1FR or 1FB) to an LMC DS0 Analog Voice Grade loop.  The end user address of the POTS service must remain the same.
* Convert an existing Unbundled Loop to LMC Loop; and re-terminate from the collocation to an existing LMC multiplexed facility within the same wire center.

Conversions as Specified with circuits converting from POTS service or Unbundled Loop to LMC require an LSR.  The Remarks section of the LSR may state “LMC”.

Conversions as Specified with circuits converting from Private Line to LMC require an Access Service Request (ASR) and an LSR.  An ASR is required to disconnect the existing Private Line circuit.  The activity field must be populated with a “D”.  The RPON field must be populated to relate the ASR to the LSR and the REMARKS section of the ASR must state:

“Conversion from Private Line to LMC.  Reuse facilities on related LSR PON# \_\_\_\_\_.  Physical work required.

A service request is required to establish the circuits as LMC Loops.  The activity field on the LSR must be populated with “V”.  Your LSR must include the new information associated with the Conversion as Specified request to establish the circuit as an LMC. REMARKSsection of the LSR must state:

* “LMC”
* Reuse facilities from related ASR PON#\_\_\_\_\_
* Physical work required.

Loop MUX Combination (LMC) New Requests

A separate service request is required for each new LMC circuit requested.  The ACT field of the LSR must show an ‘N’ for ‘new service’. In the REMARKS section of the LSR you may indicate your request is for “LMC”.

**Loop MUX Combination (LMC) Rearrangement Requests**

The CLEC and the end-user address must remain the same on all rearrangement requests. All work performed must be in the same CenturyLink Wire Center.

Rearrangements to LMC may include the following:

* Move an LMC Loop from one slot to another on the same Multiplexed LMC in the same CenturyLink Wire Center.

A separate service request is required for each LMC rearrangement request. The ACT field on the LSR must show a "C" for "rearrangement".

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

If no facilities are available to meet the parameters required for your requested service, CenturyLink will look for a pending engineering 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 service request.

If facilities are not available and there is no pending engineering job your service request will be held for 90 business days. Availability of facilities is on a first come first serve basis. If spare facilities become available, a Firm Order Confirmation (FOC) is generated and sent to you in response to your original service request. If at the conclusion of the 90-business day hold your request cannot be fulfilled without installing or constructing new facilities, the Service Order will be canceled and your service request will be rejected. For exceptions and detailed information refer to the [Provisioning and Installation Overview](http://www.centurylink.com/wholesale/clecs/provisioning.html).

Provisioning information and design requirements are available in [Technical Publication, TRRO- Enhanced Extended Loop (EEL) and TRRO Loop Mux Combinations (LMC), 77418](http://www.centurylink.com/wholesale/pcat/trrotechpub.html).

Firm Order Confirmation (FOC) intervals are found in the [(SIG)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html). Additional FOC information is available in the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

A jeopardy occurs on a service request if a condition exists that threatens timely completion. Jeopardy notifications are described in the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

For order status information for LMC above DS0 signal levels, refer to the Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG). This tool requires a [digital certificate](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/electronicaccess.html). For additional information about CEMR-MTG, access the [Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG)](http://lxdenvmap422.qintra.com:50000/wholesale/systems/cemr-mtg.html).

CenturyLink offers Out of Hours Project Coordinated Installations. CenturyLink's standard installation hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding CenturyLink holidays. Installations requested outside of these hours are considered to be Out of Hours Project Coordinated Installations. You must first contact your assigned [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html)to ensure you have provisions in your existing ICA that allow for Out of Hour Project Coordinated Installations of LMC circuits. An amendment may be required before submitting your first request.

The date and time of the project coordinated installation requires up-front planning and must be negotiated between CenturyLink and the CLEC. Contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) to negotiate project dates and times. All requests will be processed on a first come, first served basis and are subject to CenturyLink's ability to meet a reasonable demand. Considerations such as volumes, system down time, switch upgrades, switch maintenance, and contention with other CLECs requesting the same appointment times in the same switch must be reviewed. To request Out of Hours Project Coordinated Installations, you will submit an LSR designating "Out of Hours Project Coordinated Installation" in the Remarks section of the LSR.

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/maintenance.html).

CenturyLink's Repair Centers will assist you in your LMC repair needs. CenturyLink repair call-handling centers are described in the [Wholesale Customer Contacts PCAT](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/customercontacts.html).

Trouble isolation and testing is a joint process. Details of this process are described in the Test Results Information download found in the [Maintenance and Repair Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/maintenance.html) under CenturyLink Design Services Trouble Ticket Codes and CenturyLink Non-Design Disposition & Cause Codes.

**Billing**

When the Special Access circuit converts to an LMC the circuit is removed from the CABS Billing Account Number (BAN) (for billing purposes only) effective with the completion date of the LMC conversion order. Charges will be prorated from the service order completion date to the bill date for circuits converted to LMC.

The account will be established in ~~Customer Records and Information System (CRIS)~~ Ensemble effective with the completion date of the LMC conversion and/or new service request.

The [Universal Service Order Codes (USOCs)](https://usocfidfind.centurylink.com/) will be a combination of retail (i.e. tariffed) and [LMC specific USOCs](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2005/050411/LoopMUXCombination_4-11-05_V2.doc). The recurring multiplexing and loop (channel termination) USOCs are retail USOCs, utilizing the rates from your Interconnection Agreement. All other LMC USOCs are product specific and also utilize the rates from your Interconnection Agreement.

Loop MUX Combinations (LMC) are billed ~~on a CRIS~~ in Ensemble. 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).

~~Summary Bill on a month-to-month basis; term contracts are not available. CRIS billing is described in~~[~~Billing Information – Customer Records and Information System (CRIS)~~](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/cris.html)~~.~~

Loss and Completion Reports are based on loss and gain account activity. Completion notification, including Loss and Completion is described in Billing Information - [Additional Outputs - SMDR, Completion Report, Loss Report](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/output.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.  ~~Course detail and registration information~~ [Click here to learn more about this Training.](http://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)

View additional 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](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

This section is being compiled based on your feedback

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