Chapter 13:
Private Line Application

Overview

Introduction   The **Private Line Product** application allows you to manage your Layer 1 services associated to your Control Center® Enterprise ID. The Layer 1 services include Domestic Private Line (DPL), International Private Line (IPL), Optical wave Service (OWS), and Ethernet Private Line (EPL). Some of the features available under the Private Line product include access to inventory, the ability to view performance reports, the ability to create and monitor repair tickets, request testing on circuits, and access to network maps.

Note: In Control Center, the system will only display products that apply specifically to your customer account ID, and your User ID must have the product permissions applied by your Customer System Administrator (CSA).

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In this Chapter   This chapter contains the following topics:

Private Line Inventory

Introduction   The **Private Line Inventory** screen provides a list of circuits associated with your
Layer 1 services. The Layer 1 services include Domestic Private Line (DPL),
International Private Line (IPL), Optical wave Service (OWS), and Ethernet Private Line
(EPL). You may also see the label of PL in the inventory. This category of PL includes
the same services that are listed above, however, the only difference is that these
particular circuits cannot be accessed for details due to technical limitations of the
system.

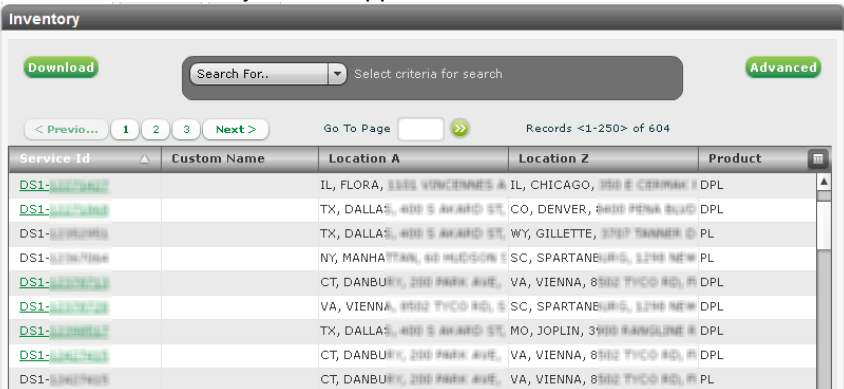**Fields and**   The table below describes the fields displayed on the **Private Line Inventory**
Descriptions   screen.

Field Name	Description
Service ID	This column displays a provider assigned identifier for each service component listed.
Custom Name	This column displays a customer assigned name for each service component listed.
Location A	This column provides the Service Location for one end of the private line circuit.
Location Z	This column provides the Service Location for the other end of the private line circuit.
Product	This column displays the Product associated to each Service ID.
Account	This column displays the Customer Account associated with this Service ID.
Installation Date	This column displays the Installation Date of the circuit.
Contract Termination Date	This column displays customer's Contract Termination Date with respect to this service.
Product Account ID	This column displays the Product Account associated with this Service ID.
	Will allow the user to customize their view of the inventory screen.

Viewing the Private Line Inventory

Procedure   Follow the steps in the procedure below to **view** the **Private Line Circuits Inventory** screen.

Step	Action
1	From the Landing page, click on the **Private Line** service. **Result:** The **Private Line** drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.
2	From the drop down, click on the **Inventory**. **Result**: The Inventory screen appears.
3	The Inventory Screen provides a Download function, Search Filter, and Advanced Search Filter.
4	Clicking on the hyperlinked Service ID will provide the Private Line Details Page.

Private Line Details

Introduction   • The **Private Line Details** screen provides you detailed information for a
                         selected Service ID. Note: the ability to change the name assigned for the
                         selected Service ID is not available at this time.

Fields and   The table below describes the fields and buttons displayed on the **Private Line**
Descriptions   **Details** screen.

Field Name	Description
Service ID	Circuit ID
Custom Name	This field allows the user to Edit and assign a custom name *(currently unavailable)*
Product	This identifies the product associated to the Service ID
Bandwidth Type	This field identifies the Circuit Bandwidth.
Field Name – Diversity	**Description**
Diversity Type	This identifies the type of Diversity for the service
Diverse From Circuit	This field identifies the Diverse Circuit
Protection	This field identifies the Circuit Protection
Field Name – Location Details	**Description**
A Location Address	This field identifies the Service Address for one end of the private line circuit, namely Location A
A Location Building CLLI	This field identifies the Building CLLI for Location A of the circuit
A Location Access Type	This field identifies the Access Type for Location A of the circuit
A Location Transport Protocol	This field identifies the Transport Protocol for Location A of the circuit
A Handoff	This field identifies the Handoff for Location A of the circuit
Z Location Address	This field identifies the Service Address for the other end of the private line circuit, namely Location Z
Z Location Building CLLI	This field identifies the Building CLLI for Location Z of the circuit
Z Location Access Type	This field identifies the Access Type for Location Z of the circuit
Z Location Transport Protocol	This field identifies the Transport Protocol for Location Z of the circuit
Z Handoff	This field identifies the Handoff for Location Z of the circuit
Repair	The Repair Button will redirect the user to the Repair Module to view / create repair tickets. Please see the Repair User Guide for further details.
☒	This button will close the Private Line Details screen.

Note   • The fields on this screen are populated based on available data for the
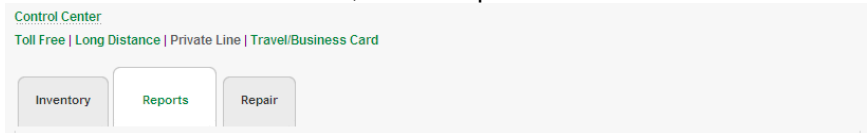   Service ID.
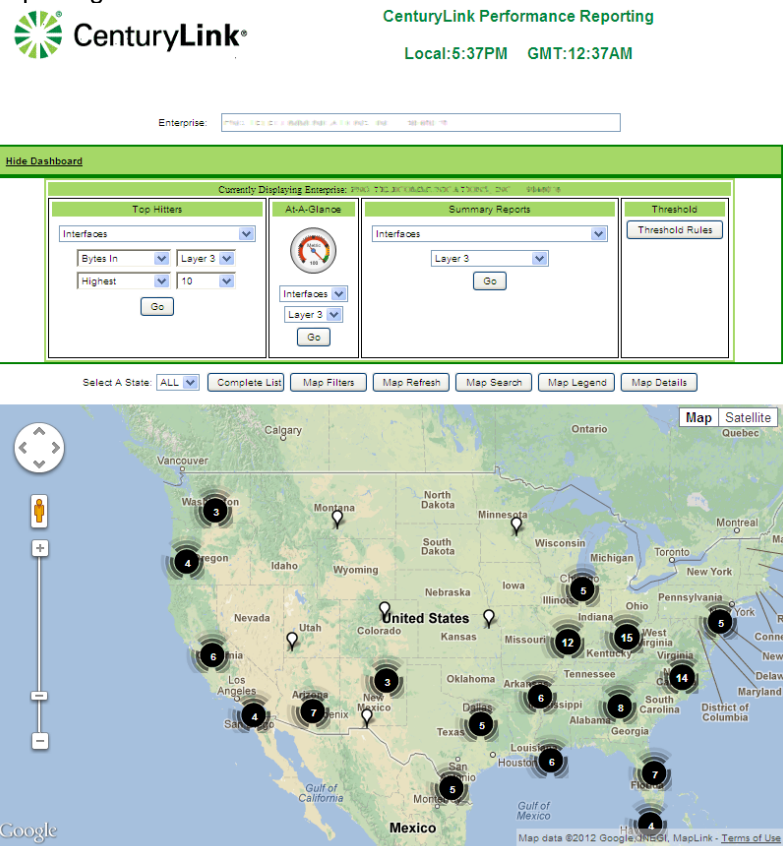
Reports

Introduction   The Private Line module features a Reports tab which essentially provides the Usage and Performance application. This Performance Reporting is displayed to users with correct permissions (contact your system administrator to have permissions applied to your profile). This tool is on demand and almost entirely read-only, featuring both Passive and Active Metrics.

This reporting is also available under the **Reports** Module (from Control Center Home > Reports Module > Usage and Performance), and under the **iQ Networking** application (select Reports, E2E Performance – Near Real Time menu option). For detailed information, see **Chapter 6: iQ Networking User Guide**. The information provided in the iQ Networking User Guide is also useful for Private Line (Layer 1) reporting.

Procedure   Follow the steps in the procedure below to access **Private Line Reports**:

Step	Action
1	From the Private Line Module, select Reports Tab Control Center Toll Free | Long Distance | Private Line | Travel/Business Card Inventory Reports Repair Alternatively, select Reports under Private Line module from the Control Center Home Page Private Line Inventory Reports Repair

Step	Action
2	A new window will open, displaying the CenturyLink Performance Reporting tool
3	**Note:** for Private Line products related reports, select "Layer 1" in the dropdowns under Top Hitters, At-A-Glance and Summary Reports sub-sections respectively for each report type.

Repair

Introduction   The **Repair** menu provides you the ability to view and create repair tickets for your Private Line services. This includes requesting circuit testing on available private line circuits, for example, EPL circuits are not available for circuit testing purpose through the portal. You have to open a repair ticket if there is an issue with the circuit. This functionality can be accessed via the **Private Line** module or the **Repair** module.

For detailed instructions, see **Chapter 9: Repair and Circuit Testing**.

Network Map

Introduction   Private Line services are also available on the **Network Map** portlet which is accessible from the Control Center Home page.

For detailed instructions, see **Chapter 2: Home/Landing Page**.

Order Status

Introduction   Order status for Private Line orders is available under the **Order Status** module from the Control Center Home Page.

For detailed instructions, see **Chapter 11: Order Status Application**.

Billing

Introduction   Private Line billing services are accessible via the **Billing** section under the **Invoices** module. This includes View Bill, Pay Bill, Print Bill and Delivery Options functionality.

For detailed instructions, see **Chapter 8: eBilling Module**.