

Control Center® Quick Reference Matrix - Toll Free Ordering Methods

Ordering Method	Description	Deployment Date	Supported Order Types	Supported 8XX Quantity per Order	Supported Features	Ordering Intervals*	Ordering Application
DTFO (Dedicated Toll Free Origination)	Support of dedicated toll free numbers with some features and a better provisioning intervals than manual orders.	RMC 5/03 CC 11/16	<ul style="list-style-type: none"> • Add (**New, Compl., Port) • Change • Disconnect 	<ul style="list-style-type: none"> • 1-1,000 per order • 2,000 per day • 10,000 per week 	<ul style="list-style-type: none"> • DNIS • DTO • In Switch Overflow (ISO) • Real-time ANI • SuperTrunk (STG) • IP Voice 8XX • SIPT Voice 8XX 	<ul style="list-style-type: none"> • New 8XX = 3-5 days • New 8XX w/STG or ISO = 3-7 days • Port 8XX = 6-8 days • Port 8XX w/STG or ISO = 6-11 days • Complementary 8XX = 3-5 days • Complementary 8XX w/STG or ISO = 3-7 days • Change 8XX = 3-5 days • Disconnect 8XX = 1 hour; NSMS confirmation = 3-15 days 	Control Center
DED (Dedicated) Batch Ordering	Support of dedicated toll free numbers with more features than DTFO and a better provisioning interval than DTFO.	RMC 12/03 CC 11/16	Add (**New and Compl.)	<ul style="list-style-type: none"> • 1-1,000 per order • 5,000 per day • 25,000 per week 	<ul style="list-style-type: none"> • DNIS • DTO • In Switch Overflow (ISO) • Payphone Blocking • Percent Allocation • Real-time ANI • SuperTrunk (STG) • IP Voice 8XX • SIPT Voice 8XX 	<p>New 8XX</p> <ul style="list-style-type: none"> • 1000 #'s = < 1 hour • 100 #'s = < 30 minutes • 20 #'s = < 15 minutes • 1 # = < 15 minutes <p>Complementary 8XX</p> <ul style="list-style-type: none"> • 1000 #'s = < 1 hour • 100 #'s = < 30 minutes • 20 #'s = < 15 minutes • 1 # = < 15 minutes 	Control Center
SWI SOE (Switched, Single Order Entry)	Support of individual switched toll free numbers that point to a Ring-to Number (RTN) with a strong provisioning interval.	RMC 1998 CC 11/16	<ul style="list-style-type: none"> • Add (**New, Compl., Port) • Change • Disconnect 	1 per order	<ul style="list-style-type: none"> • International Class of Service (COS) • Tailored Call Coverage (TCC) 	<p>New 8XX</p> <ul style="list-style-type: none"> • 1 # = < 15 minutes (excluding International COS and TCC) • New 8XX w/TCC = 3-5 days • New 8XX w/International COS = 1 day + Country interval <p>Complementary 8XX</p> <ul style="list-style-type: none"> • 1 # = < 15 minutes (excluding International COS and TCC) • Complementary 8XX w/TCC = 3-5 days • Complementary 8XX w/International COS = 1 day + Country interval 	Control Center

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Ordering Method	Description	Deployment Date	Supported Order Types	Supported 8XX Quantity per Order	Supported Features	Ordering Intervals*	Ordering Application
SWI (Switched) Batch Ordering	Support of bulk switched toll free numbers that point to a Ring to Number (RTN) with a strong provisioning interval.	RMC 1998 CC 11/16	<ul style="list-style-type: none"> • Add (**New, Compl., Port) • Change • Disconnect 	1-10,000 (<i>currently supports 2,500 per hour</i>)	<ul style="list-style-type: none"> • International Class of Service (COS) • Tailored Call Coverage (TCC) 	<p>New 8XX</p> <ul style="list-style-type: none"> • 1000 #'s = < 2 hour (excluding International COS and TCC) • 100 #'s = < 30 minutes (excluding International COS and TCC) • 20 #'s = < 15 minutes (excluding International COS and TCC) • 1 # = < 15 minutes (excluding International COS and TCC) • New 8XX w/TCC = 3-5 days • New 8XX w/International COS = 1 day + Country interval <p>Complementary 8XX</p> <ul style="list-style-type: none"> • 1000 #'s = < 2 hour (excluding International COS and TCC) • 100 #'s = < 30 minutes (excluding International COS and TCC) • 20 #'s = < 15 minutes (excluding International COS and TCC) • 1 # = < 15 minutes (excluding International COS and TCC) • Complementary 8XX w/TCC = 3-5 days • Complementary 8XX w/International <p>Other 8XX</p> <ul style="list-style-type: none"> • Port 8XX = 3-7 days (excluding International COS and TCC) • Port 8XX w/TCC = 3-9 days • Port 8XX w/International COS = 3-7 days + Country interval • Change 8XX < 30 minutes (excluding International COS and TCC) • Change 8XX w/ TCC = 3-5 days • Change 8XX w/ International COS = 1day + Country Interval • Disconnect 8XX < 30 minutes (excluding International COS and TCC) 	Control Center

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Ordering Method	Description	Deployment Date	Supported Order Types	Supported 8XX Quantity per Order	Supported Features	Ordering Intervals*	Ordering Application
SWI (Switched) & DED (Dedicated) View/Modify Call Plan	Ability to modify the termination routes and rules/features of a call plan on one toll free number with the ability to replicate the entire call plan to multiple toll free numbers. Strong provisioning intervals.	RMC 12/03 CC 11/16	<ul style="list-style-type: none"> • Add Features • Change Features • Disconnect Features • Link Features • Change Term. Routes • Replicate Call Plans • Create Alternates • Make Alternates Primary 	<ul style="list-style-type: none"> • 1-1,000 per order • 5,000 per day • 25,000 per week 	<ul style="list-style-type: none"> • Day of Year • Day of Week • Time of Day • Geo Routing • Percent Allocation • DNIS • DTO • Payphone Blocking • Alternate Call Plan • Super Trunks (STG) • In Switch Overflow (ISO) • IP Voice 8XX • SIPT Voice 8XX 	<ul style="list-style-type: none"> • Add Features = < 8 minutes • Change Features = < 8 minutes • Disconnect Features = < 8 minutes • Link Features = < 8 minutes • Change Term. Routes = < 8 minutes • Replicate Call Plans = < 8 minutes • Create Alternates = < 8 minutes • Make Alternates Primary = < 8 minutes 	Control Center
SWI (Switched) & DED (Dedicated) Call Plan Template	Ability to instantaneously create a single call plan (i.e. call plan template) and assign that call plan for up to 1,000 toll free numbers per transaction. Strong provisioning intervals.	CC 3/10	<ul style="list-style-type: none"> • Create Call Plan Template • Copy Existing Call Plan Template • Assign Call Plan Template • Edit Call Plan Template • Delete Call Plan Template 	Up to 1,000 per Assign Call Plan Template order	<ul style="list-style-type: none"> • Day of Year • Day of Week • Time of Day • Geo Routing • Percent Allocation • DNIS • DTO • Super Trunks (STG) • In Switch Overflow (ISO) • IP Voice 8XX • SIPT Voice 8XX 	<ul style="list-style-type: none"> • Create Call Plan Template = < 1 minute • Assign Call Plan Template = < 8 minutes • Edit Call Plan Template = < 1 minute • Delete Call Plan Template = < 1 minute 	Control Center
Wholesale Standard Toll Free Online Order Form	Supports orders where a self-service ordering tool is not available in Control Center® via an Online Order Form.	RMC 12/05 CC 11/16	<ul style="list-style-type: none"> • Add (**New, Compl., Port) • Change • Disconnect 	N/A	All simple, enhanced, terminating and originating features not supported via a self-service tool available in Control Center	New, Compl, Port = 3-16 days	Online Order Form via Control Center

NOTES:

All days are **CALENDAR DAYS** unless otherwise noted; ordering fallout requires additional business days to process your request.

*IT Systems can support completing bulk batches ranging in size from 1 – 1,000 Toll Free numbers. The ordering intervals provided are estimates only; network congestion may affect actual system performance time.

****New** = 8XX numbers Reserved by CenturyLink

****Complementary** = Customers who have their own RespOrg ID set up with CenturyLink

****Port** = Moving an existing Toll Free number from another Carrier (i.e. AT&T, MCI, Sprint, etc.) over to CenturyLink

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Control Center® Detailed Reference Matrix - Toll Free Ordering Methods

Ordering Element	DTFO			DED Batch	SWI SOE			SWI Batch			View/Modify Call			Call Plan Template			OLOF		
	Add	Chng	Disc	Add	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc
Dedicated Toll Free Termination Routes	X	X	X	X							X	X	X	X	X		X	X	X
Switched Toll Free Termination Routes					X	X	X	X	X	X	X	X	X	X	X		X	X	X
Supports CenturyLink Resp Orgs (LGT01, LGT99, etc.)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
Supports Complementary Resp Orgs	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
Supports Porting Resp Orgs	X				X			X									X		
IP Voice 8XX Services	X	X	X	X							X	X	X	X	X	X	X	X	X
SIPT Voice 8XX Services	X	X	X	X							X	X	X	X	X	X	X	X	X
In Service Facilities (i.e. Toll Free Routes to Existing Trunk Groups)	X	X	X	X							X	X	X	X	X		X	X	X
Pending Facilities (i.e. Toll Free Routes to Pending Trunk Groups)																	X	X	X
Disconnected Facilities (i.e. Toll Free Routes to Disconnected Trunk Groups)																			
Coordinated Turn-Ups with Features (i.e. Hot Cuts)																	X	X	
Coordinated Turn-Ups without Features (i.e. Hot Cuts)																	X	X	
Disconnect Toll Free Numbers with Features (i.e. Bill End Date a Toll Free Number)			X				X			X									X
Disconnect Toll Free Numbers without Features (i.e. Bill End Date a Toll Free #s)			X				X			X									X
Disconnect Toll Free Numbers with Future Date (i.e. Bill End Date a Toll Free Number)																			X
Transfers	X			X	X			X									X	X	
Origination Changes (i.e. Class of Service)		X				X			X									X	
International Class of Service					X	X	X	X	X	X							X	X	X
Shared Traffic																	X	X	X
Tailored Call Coverage					X	X	X	X	X	X							X	X	X
Termination Changes (i.e. Termination Rtg)		X				X			X			X			X			X	
Dialed Number Identification System (DNIS) – 2-10 digits	X	X	X	X							X	X	X	X	X	X	X	X	X
Direct Termination Overflow (DTO)	X	X	X	X							X	X	X	X	X	X	X	X	X
In Switch Overflow	X	X	X	X							X	X	X	X	X	X	X	X	X
SuperTrunk	X	X	X	X							X	X	X	X	X	X	X	X	X
Real Time ANI	X	X	X	X													X	X	X
Alternate Call Plans											X	X	X				X	X	X
Make Alternate Call Plans Primary												X					X	X	X
Replicate Call Plans to other Toll Free Numbers												X		X	X		X	X	X
Modify Routing on a Primary/Alternate Call Plan												X			X - Primary		X	X	X

(continued next page)

Control Center® Detailed Reference Matrix - Toll Free Ordering Methods																			
Ordering Element	DTFO			DED Batch	SWI SOE			SWI Batch			View/Modify Call			Call Plan Template			OLOF		
	Add	Chng	Disc	Add	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc	Add	Chng	Disc
Linking Features on a Call Plan											X	X	X	X	X	X	X	X	X
Day of Week											X	X	X	X	X	X	X	X	X
Day of Year											X	X	X	X	X	X	X	X	X
Custom Holiday																	X	X	X
Geographic Routing (GEO)											X	X	X	X	X	X	X	X	X
Percentage Allocation				X							X	X	X	X	X	X	X	X	X
Time of Day											X	X	X	X	X	X	X	X	X
HM (Home) 800																	X	X	X
Payphone Blocking				X							X		X				X	X	X
Project Account Codes (PAC/VPAC)																	X	X	X

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		Control Center® Detailed Transfers Matrix - Toll Free Ordering Methods	
Permit	Prohibit	Transfer Scenario	Validations
			DTFO
X		Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in CenturyLink database with a Bill Effective End Date on another CenturyLink Direct or CenturyLink Carrier/Reseller Account.	<ul style="list-style-type: none">Control Center will allow a transfer to occur if the Carrier/Reseller opens a CenturyLink Carrier/Reseller Account and signs a new Wholesale Services Agreement with CenturyLink.If the transfer order has a Letter of Agency (LOA) date greater than the last order processed for the Toll Free number, the order passes all Control Center validations and the Toll Free number will have a Dedicated termination; it will automatically transfer to the requested account. <p>Note: It is the responsibility of the Carrier/Reseller to maintain copies of their Toll Free LOAs and be prepared to provide documentation to CenturyLink in the event of a transfer dispute.</p>
	X	Install Toll Free number to your CenturyLink Carrier/Reseller Account that resides in CenturyLink database on another CenturyLink Carrier/Reseller or CenturyLink Direct Account with a dedicated termination and the service is active.	<ul style="list-style-type: none">Control Center prohibits this type of transfer request; you will receive the following error/validation message: “8XX currently exists on another CenturyLink Account.”Please submit a TDM Voice Toll Free OLOF (fka STFO) to request a transfer of the toll free number to your CenturyLink Carrier/Reseller Account. If the OLOF request passes all validations it will be added to your CenturyLink Carrier/Reseller Account and you will receive confirmation from our Wholesale Order Management team.
			DED Batch
X		Transfer a Toll Free number from one of your CenturyLink Carrier/Reseller Accounts to another CenturyLink Carrier/Reseller Account under your Control Center Customer ID where the Resp Org ID is a Complementary.	<ul style="list-style-type: none">Control Center will allow a transfer to occur if the Carrier/Reseller opens a CenturyLink Carrier/Reseller Account and signs a new Wholesale Services Agreement with CenturyLink.
X		Transfer a Toll Free number from one of your CenturyLink Carrier/Reseller Product Account IDs to another Product Account ID under your CenturyLink Carrier/Reseller Customer Account ID where the Resp Org ID is Complementary.	<ul style="list-style-type: none">If the transfer order has a Letter of Agency (LOA) date greater than the last order processed for the Toll Free number, the order passes all Control Center validations and the Toll Free number will have a dedicated termination; it will automatically transfer to the requested account.
X		Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in the CenturyLink database with a Bill Effective End Date (service disconnected) on another CenturyLink Direct or CenturyLink Carrier/Reseller Account.	<p>Note: It is the responsibility of the Carrier/Reseller to maintain copies of their Toll Free LOAs and be prepared to provide documentation to CenturyLink in the event of a transfer dispute.</p>
	X	Transfer a Toll Free number from one of your CenturyLink Carrier/Reseller Accounts to another CenturyLink Carrier/Reseller Account under your Control Center Customer ID where the Resp Org ID is a CenturyLink (LGT**).	<ul style="list-style-type: none">Control Center prohibits these types of transfer requests.Please submit a TDM Voice Toll Free OLOF (fka STFO) to request a transfer of the toll free number to your CenturyLink Carrier/Reseller Account. If the OLOF request passes all validations it will be added to your CenturyLink Carrier/Reseller Account and you will receive confirmation from our Wholesale Order Management team.
	X	Transfer a Toll Free number from one of your CenturyLink Carrier/Reseller Product Account IDs to another Product Account ID under your CenturyLink Carrier/Reseller Customer Account ID where the Resp Org ID is CenturyLink (LGT**).	
	X	Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in the CenturyLink database with a No Bill Effective End Date (service is active) on another CenturyLink Direct or CenturyLink Carrier/Reseller Account.	

		Control Center® Detailed Transfers Matrix - Toll Free Ordering Methods	
Permit	Prohibit	Transfer Scenario	Validations
		SWI SOE	
X		Transfer a Toll Free number from a CenturyLink Direct Account (Business Markets Group) to your CenturyLink Carrier/Reseller Account.	<ul style="list-style-type: none">Control Center will allow a transfer to occur if the Carrier/Reseller opens a CenturyLink Carrier/Reseller Account and signs a new Wholesale Services Agreement with CenturyLink.If the transfer order has a Letter of Agency (LOA) date greater than the last order processed for the Toll Free number, the order passes all Control Center validations and the Toll Free number will have a switched termination; it will automatically transfer to the requested account.
X		Transfer a Toll Free number from one CenturyLink Carrier/Reseller Account to your CenturyLink Carrier/Reseller Account.	
X		Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in the CenturyLink database with a Bill Effective End Date on another CenturyLink Direct or CenturyLink Carrier/Reseller Account.	
	X	Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in CenturyLink database on another CenturyLink Carrier/Reseller or CenturyLink Direct Account with a dedicated termination.	<p>Note: It is the responsibility of the Carrier/Reseller to maintain copies of their Toll Free LOAs and be prepared to provide documentation to CenturyLink in the event of a transfer dispute.</p> <ul style="list-style-type: none">Control Center prohibits this type of transfer request; you will receive the following error/validation message: “8XX Not Transferable. Please submit a STFO OLOF”.Please submit a TDM Voice Toll Free OLOF (fka STFO) to request a transfer of the toll free number to your CenturyLink Carrier/Reseller Account. If the OLOF request passes all validations it will be added to your CenturyLink Carrier/Reseller Account and you will receive confirmation from our Wholesale Order Management team.
		SWI Batch	
X		Transfer a Toll Free number from a CenturyLink Direct Account (Business Markets Group) to your CenturyLink Carrier/Reseller Account.	<ul style="list-style-type: none">Control Center will allow a transfer to occur if the Carrier/Reseller opens a CenturyLink Carrier/Reseller Account and signs a new Wholesale Services Agreement with CenturyLink.If the transfer order has a Letter of Agency (LOA) date greater than the last order processed for the Toll Free number, the order passes all Control Center validations and the Toll Free number will have a switched termination; it will automatically transfer to the requested account.
X		Transfer a Toll Free number from one CenturyLink Carrier/Reseller Account to your CenturyLink Carrier/Reseller Account.	
X		Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in the CenturyLink database with a Bill Effective End Date on another CenturyLink Direct or CenturyLink Carrier/Reseller Account.	
	X	Install a Toll Free number to your CenturyLink Carrier/Reseller Account that resides in CenturyLink database on another CenturyLink Carrier/Reseller or CenturyLink Direct Account with a dedicated termination.	<p>Note: It is the responsibility of the Carrier/Reseller to maintain copies of their Toll Free LOAs and be prepared to provide documentation to CenturyLink in the event of a transfer dispute.</p> <ul style="list-style-type: none">Control Center prohibits this type of transfer request; you will receive the following error/validation message: “8XX Not Transferable. Please submit a STFO OLOF”.Please submit a TDM Voice Toll Free OLOF (fka STFO) to request a transfer of the toll free number to your CenturyLink Carrier/Reseller Account. If the OLOF request passes all validations it will be added to your CenturyLink Carrier/Reseller Account and you will receive confirmation from our Wholesale Order Management team.

Notes: Control Center supports several automated transfer scenarios; however if you would like to retain the current/active enhanced call plan when the toll free number is transferred from one account to another, please utilize the TDM Voice Toll Free OLOF (fka STFO) and insert a comment to retain your current enhanced call plans.

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