

Former CenturyLink Wholesale Provisioning Contacts:

14 States (includes CenturyLink QC region): AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY

All Other States (includes CenturyLink region): AL, AR, CO, GA, ID, KS, LA, MI, MN, MO, MS, MT, NM, OR, TX, WA, WI, FL, IN, NC, NE, NJ, NV, OH, PA, SC, TN, VA, WY

Provisioning is staffed Monday through Friday

LOCAL ASR (Access Service Request) Design Services - TDM/Ethernet

Wholesale Local Ordering (ASR) Hours of Operation: 7 am MTN to 5 pm MTN	Up front order processing/status/customer notifications (C/NRs/FOC/Completions)	14 States: 800-244-1271 All other States: 888-612-9934
Post RID (Records Issue Date) Jeopardy Management (Fall out), Scheduling Hours of Operation: 6 am MTN to 7pm MTN	After RID, order inq/status of installation (jeops, critical date management through provisioning completion, cuts and groom coordination)	14 States: 888-678-7070 All other States: 866-434-7187
TDM & Transport/Layer 1 Test and Turn up Hours of Operation: 6 am MTN to 7pm MTN	Physically test and /or joint test with customer, PTA, acceptance, turn up, order closure	14 States: 888-678-7070 All other States 888-862-8293
Ethernet/CDP (customer data provisioning) Test and Turn up Hours of Operation: 6 am MTN to 7pm	EVC Layer 2 (logical ckts) testing	14 States: 800-229-6751 All other states: 800-603-8044

LOCAL LSR (Local Service Request)

Wholesale Local Ordering (LSR) Hours of Operation: 7 am MTN to 7 pm MTN	Order processing/status/customer notifications (C/NRs/FOCs/Completions)	14 States: 866-434-2555 csie@centurylink.com & Click to Chat Link: https://www.centurylink.com/wholesale/customerservice.html# Fax: 866-764-8609 (Payphone Disconnects) All other States: 800-578-8169
Post RID (Records Issue Date) Jeopardy Management (Fall Out), Scheduling Hours of Operation: 6 am MTN to 7pm MTN	After RID, order inq/status of install (jeops, critical date management through completion)	<u>non-Designed Services</u> 14 States: 866-434-2555 csie@centurylink.com & Click to Chat Link: https://www.centurylink.com/wholesale/customerservice.html# Fax: 866-764-8609 (Payphone Disconnects) All other States: 800-578-8169 NEAC-CLECINQUIRY@centurylink.com <u>Designed Services</u> 14 States: 888-678-7070 All other states: 866-434-7187

Test and Turn up Hours of Operation: 6 am MTN to 7pm MTN	Physically test and /or joint test with customer, PTA, acceptance, turn up, order closure	<u>non-Designed Services</u> 14 States: 866-434-2555 csie@centurylink.com & Click to Chat Link: https://www.centurylink.com/wholesale/customerservice.html# Fax: 866-764-8609 (Payphone Disconnects) All other States: 800-578-8169 NEAC-CLECINQUIRY@centurylink.com <u>Designed Services</u> 14 States: 888-678-7070 All other states: 866-434-7187
---	---	--

NATIONAL NSR (National Service Request)		
NSR Order receipt & processing center , Jeopardy Management (Fall out)/Scheduling Hours of Operation: 6 am MTN to 6 pm MTN	Order processing/status/customer notifications, order inq/status of install, reservations, (jeops, critical date management through completion) (C/NRs/FOC/Completions)	Customer Care Inquiry- 800-291-7707 To submit Escalations online: http://www.qwest.com/wholesale/nccc/index.html Control Center Click to Chat: https://www.centurylink.com/business/log

DSO, DS1, & DS3 Test and Turn Up Hours of Operation: 5 am MTN to 6 pm MTN	Physically test and /or joint test with customer, PTA, acceptance, turn up, order closure	DSO, & DS1 Test & Turn-up: 800-860-6403 DS3 Test and Turn-up: 866-323-2244 (option 1)
BBIG (Broadband Install Group) Test and Turn up		BBIG Test & Turn-up - Ethernet PL (MAC Validation) & Optical Services: 866-323-