QA Link: **[http](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ordering.html)://lxdenvmap422.qintra.com:50000/wholesale/clecs/ordering.html**

Prd Link: <https://www.centurylink.com/wholesale/clecs/ordering.html>

**Ordering Overview - V174.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/200213/HLOrderingOverviewPV174.doc)

**Description**

CenturyLink™ offers various ordering methods to submit service requests for your Unbundled Network Elements (UNEs), Resale, Interconnection, commercial local exchange services products, e.g. CenturyLink™ Local Service Platform (CLSP™) and services with functions that include, but are not limited to, the following:

* Submitting service requests electronically or manually
* Preparing a service request
* Requesting Design Layout Records (DLR)
* Relating service requests and managed projects
* Submitting a service request
* Editing errors and rejections
* Issuing supplements and/or cancels
* Acknowledging receipt of your service request
* Monitoring the status of your service request

The matrix below groups CenturyLink Wholesale Products and Services by the various forms used to submit service requests. Since Ordering functions vary by individual product and service, refer to specific documentation in the [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) Web pages.

|  |  |
| --- | --- |
| **CenturyLink's Wholesale Products and Services Submitted on Local Service Ordering Guidelines (LSOG) forms** | |
| * Centrex and Centrex 21 * Digital Subscriber Line (DSL) see CenturyLink DSL Resale * Directory Listings * Integrated Services Digital Network (ISDN)- Basic Rate Interface (BRI) * Loop Splitting (Unbundled Loop sharing) * Network Interface Device (NID) * Interim Number Portability (INP)/ Local Number Portability (LNP) * Resale Centrex and Centrex 21 * CenturyLink DSL Resale * CLSP POTS * CLSP ISDN BRI * CLSP PBX * CLSP with Line Splitting * CLSP Centrex and Centrex 21 * CLSP PAL * Resale Designed Trunks (Exception: Direct Inward Dialing (DID) one-way incoming trunk) * Resale DID In Only Trunks * Resale Digital Switched Services (DSS) * Resale Frame Relay * Resale ISDN-BRI * Resale Public Access Line (PAL) * Resale Private Branch Exchange (PBX) for Plain Old Telephone Service (POTS) - Non-Designed trunks * Resale POTS * Resale Private Line * Resale Single Line see Resale ISDN-BRI * Shared Distribution Loop * Shared Interoffice Transport * Shared Loop (Line Sharing) * Unbundled DID/ PBX/ Direct Outward Dialing (DOD) Facility/ Trunk Member | * Unbundled ISDN- Primary Rate Interface (PRI) DID/ PBX/ DOD Facility/ Trunk Member * Unbundled Switch Trunk-side Facilities * Unbundled Switching Line/ Trunk-side Facilities * Unbundled Digital Line-side Switch Port (DLSP)- BRI ISDN Capable * Unbundled Distribution Loop * Unbundled Distribution Loop with INP/ LNP * Unbundled Feeder Loop * Unbundled Local Loop * Unbundled Local Loop DLSP/ Asymmetrical Digital Subscriber Line (ADSL) Capable * Unbundled Local Loop Split * Unbundled Local Loop with INP/ LNP * Unbundled Local Sub-Loop * Unbundled Local Switching (Port) * Unbundled Packet Switching (UPS) * Unbundled Switch DLSP/ Analog Line Side Switch Port (ALSP) * Unbundled Switch Digital/ Analog Trunk Facilities * Enhanced Extended Loop (EEL) * UNE Combinations |

|  |  |
| --- | --- |
| **CenturyLink's Wholesale Products and Services Submitted on Access Service Ordering Guidelines (ASOG) Forms** | |
| * Data Base Services * Digital Data Services (DDS)- Private Line Transport Service (PLTS) for Access * Feature Groups A/B/C/D, Service Access Code (SAC), NXX, Local Trunking * Hi-Cap Facilities (Digital Signal level 1 (DS1), Digital Signal level 3 (DS3), etc.) * Jointly Provided Switch Access- Feature Groups A/B/C/D (Meet Point Billing) * Local Interconnect Services (LIS) * Local Tandem Switching * Private Line see PLTS for Access | * PLTS * Self Healing Network Services (SHNS) * Signaling System 7 (SS7) Links * Synchronous Service Transport (SST) * Unbundled Dark Fiber (UDF) * Unbundled Dedicated Interoffice Transport (UDIT) * Unbundled Multiplexer * Unbundled Signaling Transfer Points (STP) Port * Wireless Interconnect Services Type I * Wireless Interconnect Services Type 2 |
| **Submitted on Special Forms** | |
| * Collocation and Remote Collocation * Poles, Ducts and Right of Way * Central Office- Automatic Call Distribution (CO-ACD) Service | |

~~Interconnect Mediated Access (IMA)~~ EASE functions described in this section do not apply to Wholesale Interconnection Products and Services (e.g., LIS, UDF, and UDIT). Refer to individual [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) to identify requirements for services ordered on ASOG forms.

Complete details on CenturyLink's ~~IMA~~ EASE Ordering functionality can be found in the ~~IMA~~ [EASE User's Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html).

CenturyLink's Service Interval Guidelines are defined in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

**Implementation**

**Product Prerequisites**

CenturyLink offers various methods to submit service requests. Electronic access can be accomplished two different ways: XML

* **EASE Extensible Markup Language (XML), and EASE ~~XML~~**[**GUI**](https://ease-lsr.lumen.com/) - Recommended for Competitive Local Exchange Carriers (CLECs) generating large volumes with more than 50 staff members accessing ordering systems.
* **Web Access** - Access ~~IMA~~ EASE and other CenturyLink Graphical User Interface (GUI) tools from your desktop computer.

Requirements for accessing CenturyLink's ordering systems are defined in the [Customer Questionnaires](https://www.centurylink.com/wholesale/clecs/newcustquestionnaire.html), the [CenturyLink Interconnect OSS Electronic Access](https://www.centurylink.com/wholesale/clecs/electronicaccess.html#top) Web Site, and the [Operations Support System Checklist](https://www.centurylink.com/wholesale/downloads/2006/060428/CLECInterconnecting042906.doc). Contact your CenturyLink Service Manager if you need additional information.

Submitting Service Requests Electronically or Manually

* ~~IMA GUI or XML Interface IMA allows you to submit service requests via a web based GUI or XML. To access the IMA Ordering functions you need to be properly set up and complete a Personal Profile. Refer to the IMA Connection Guide for information.~~
* **Electronic Administration and Service Order Exchange (EASE)**  
  Allows you to use a Virtual Front Office (VFO) to electronically submit ASRs to request trunking and facility between you and CenturyLink for LIS, interstate and intrastate-switched.
* **Facsimile for Non Electronic Interface CLECs**  
  If you do not have access to CenturyLink Electronic Interface Tools, you may submit your service requests to CenturyLink via facsimile. Refer to the [Contact section](https://www.centurylink.com/wholesale/clecs/ordering.html#contact) at the end of this document for a list of CenturyLink service centers.

**Bulk Request to Create (BRC)**

You have the option to send bulk requests to disconnect, suspend, deny, or make PIC and or LPIC changes up to 100 POTS accounts via a single request. The requests, called Bulk Request to Create (BRC), are submitted via~~IMA~~ EASE GUI only. ~~IMA~~ EASE accepts the BRC and mechanically creates multiple LSRs (one LSR for each account) from it. BRC submissions are limited to 1000 accounts within any 60 minute period (ex. 10 BRCs containing 100 accounts each, or 20 BRCs containing 50 accounts each).

Bulk requests apply at the account level and are valid for full account activity only. Multiple account activities are not allowed on a single BRC (i.e. disconnect and suspend). All accounts will be disconnected, for instance, when the requested activity is D (Disconnect). If other activities are desired for some accounts they should be submitted on individual LSRs or as a separate group on another BRC.

Once a BRC is accepted by ~~IMA~~ EASE it cannot be supplemented. Supplemental activity must be submitted on individual LSRs.

Specific information regarding Bulk Request for PIC and/or LPIC changes can be located in the [Long Distance Carrier Selection](https://www.centurylink.com/wholesale/preorder/ldselection.html) business procedure.

Bulk Request is not valid for requesting to place a CenturyLink Commercial Broadband Services account on Seasonal Service. Refer to the ~~CenturyLink Commercial Broadband Services PCAT~~  https://www.centurylink.com/wholesale/pcat/qwb.html  for further information.  
  
**Bulk Re-term Form – ASR**   
  
You have the option to send bulk requests to re-term ASR circuits utilizing the [Bulk Re-term Form](https://www.centurylink.com/wholesale/downloads/2017/171120/Updated_Reterm_Form.doc). This form should be used for record activity only when re-terming fifteen (15) or more circuits. Populate all fields on the form and send to the following email address: [Wireless.PLT@centurylink.com](mailto:wireless.plt@centurylink.com).

**Service Request Preparation**

CenturyLink specific forms and field entry requirements are identified in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html) and the [ASOG](https://www.centurylink.com/wholesale/forms/asr.html).

For users on ~~IMA~~ EASE ~~version 18.0 or newer~~, you have the ability to select features available to your end-user based on the NPA/NNX (area code and pre-fix) from the Resale or Port Services forms. The appearance of USOCs in the feature list does not imply they are all available for the specific service requested on your LSR. The appearance of the USOC in the feature list simply means they are available in the switch. Follow the LSOG rules for ordering desired products and features.

When adding, changing or removing features, e.g., Call Forwarding, Voice Mail, or Hunting, you should review the entire Customer Service Record (CSR) for impacts to all lines on the account. You are responsible for adding, removing, and changing all appropriate Universal Service Order Codes (USOCs) on the applicable LSOG or ASOG form.

Different features have different compatibility and restriction rules. You can find the specific rules for features in each individual feature PCAT. Currently CenturyLink's systems do not provide editing for every possible scenario in which features may be ordered. As a result, the order could be errored back to the provisioning center to have the order corrected. The provisioning center will follow the non-fatal error process. If a response is not received within the time frame allowed, the entire order could be cancelled and the LSR rejected. If your request is handled manually, you will receive a reject if you order features or services that are not compatible. In many cases, the individual feature PCATs may indicate a feature is dependent on another feature. CenturyLink may add the dependent feature to the service order, if the individual feature PCATs indicate that CenturyLink will add the dependent feature. CenturyLink will notify you of the change by using the PIA field on the FOC. The preferable recommendation is for the CLEC to add the appropriate features to the LSR prior to submitting the request. For feature information, refer to [Resale Features](https://www.centurylink.com/wholesale/clecs/features/resalefeatures.html), and/or [CLSP Features Matrix](https://www.centurylink.com/wholesale/downloads/2010/100201/DNLD_QLSP_Features_Matrix_02_01_10.xls)*.*

If the recap function is used to automatically populate or pull data into the CSR, the Desired Due Date (DDD) field must be populated with a valid due date per SIG guidelines. If the recap function is used and you enter an invalid DDD, you will receive an error. To resolve the error, enter a valid due date per the SIG in the DDD field and perform the recap function again to capture updates to the feature and feature detail section of the CSR from the Virtual CSR (VCSR).

If, during your review of the CSR, you identify incorrect information, there are two options available to resolve the discrepancies:

1. Enter a "Y" in the Manual Indicator field of the Local Service Request (LSR) and explain the discrepancies in the Remarks field, e.g., Conversion as Specified, end-user added fifth line 612 253-1234 on 6/29/02 - CSR only shows four lines.
2. Prior to LSR submission, open an escalation ticket with the Customer Service Inquiry and Education (CSIE)Center. CenturyLink contact information is available in the [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html). If this option is selected, you should recognize that the ticket may still result in a manually handled request because CenturyLink may not be able to provide a current CSR in time to meet your needs.

If the CSIE identifies incorrect information on the CSR during LSR processing, a record order will be issued to correct the CSR and the corrections will be reflected on the VCSR prior to issuance of any orders supporting the LSR. Information regarding the CSR correcting record order will not be included in the Firm Order Confirmation (FOC) for the LSR, but will appear on the CSR owner's Completion Report.

A valid service address is required on all service requests.  You should confirm that your end-user’s address is valid, serviced by CenturyLink and matches exactly in CenturyLink’s address database before entering the information in the address fields of the End User Form.  CenturyLink’s address validation system requires an exact match and is formatted to comply with U.S. Postal Standards.  For existing Telephone Number (TN) based services, service address information may be represented on the account CSR as a Listed Address (LA) or Service Address (SA).  When LA and SA are both present on the account CSR, use the SA information for Pre-Order Address Validation and End User Form address field population.  SA represents the physical address where service is located.  When only LA is present, it represents your end-user’s Listed Address and Service Address and is the address used to validate the service address in CenturyLink’s database.  In either case, the service address must match exactly what is in the CenturyLink address database. If your end-user wants a listed address that is formatted differently from the address on the EU form, please submit a Directory Listing form.

If call blocking currently exists on a CSR and you are requesting additional blocking, CenturyLink will process the requested blocking activity and retain existing blocking options unless you request that the current blocking be removed or changed. To add new blocking options and change or remove existing blocking options ordered using the Blocking Activity (BA) and BLOCK fields, you may submit a request with BA = E (end state of the account) and identify the blocking activities that are to appear on the account in the BLOCK field. For additional information regarding blocking activities, refer to the [Blocking Job Aids](https://www.centurylink.com/wholesale/clecs/features/blockingjobaid.html).

A regrade is when you change your end user’s service  from Residence (RES) to Business (BUS) or vice versa.  A regrade is not a product change but it is a change in service classification.  For example, a RES Resale POTS change to BUS Resale POTS is an appropriate regrade, however, a RES Resale POTS change to BUS Resale Centrex is not a reqrade because this represents a product change.  A service regrade must stay within the same product classification.  Regrades can also be performed in conjunction with conversion activity (see Consolidation Matrix).  For information regarding how to order regrades for POTS (Resale and UNE-P/QPP), and how to convert and regrade download the [Regrading Service](https://www.centurylink.com/wholesale/downloads/2011/111227/DNLDRegradingServiceMatrix12-27-2011.doc) document.

After reviewing the CSR, if all lines on the account are being addressed with a Line Activity (LNA) of D on the LSR then the Activity Type (ACT) for the LSR must also be a D. In the case of a single line account the LNA will be D and ACT must also be D.

Refer to individual [Wholesale Interconnection Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) Web pages for specific ordering information and LSOG and ASOG requirements.

**Collocation**

When ordering 4-wire finished services, two terminations are required for the connection when terminating into a collocation space. CenturyLink Engineering uses consecutive terminations using the 2-wire termination, you provide as the transmit pair to the end-user, and your next consecutive 2-wire termination for the receiving transmit into the Collocation space. To prevent a delay, submit a termination that also has a consecutive spare termination. If two consecutive terminations are not available, a busy facility jeopardy code is assigned and your service request is returned so you can correct the Connecting Facility Assignment (CFA) for the consecutive terminations. There is one exception to this rule. If you provide a 4-wire termination CFA that is spare at the time the request is processed, ~~IMA~~ EASE will accept one CFA.

Impacted Wholesale products and services include:

* ISDN - PRI
* DDS
* Hi-Cap Facilities (DS1, DS3, etc.)
* LIS
* Local Tandem Switching
* Private Line see PLTS for Access
* PLTS
* SHNS
* SS7
* SST

FC (Facility Connected) Collocation is available with the following configurations:

* Copper Entrance Facility for termination and cross-connection to appropriate Digital Service Level 0 (DS0) and Digital Service Level 1 (DS1) commercial local exchange services.

If the Copper Entrance facility is to be utilized for DS1 commercial local exchange services, you must provide two (2) CFA assignments and must transmit a Trunk Level 1 (T1) template signal over the copper facility. DS1 Copper entrance facilities may be wired to a DS1 office repeater to remove line voltage before terminating on the Digital System Cross-Connect (DSX) panel. If DS1 Copper entrance facilities are wired to a DS1 office repeater, CenturyLink will install and charge for this repeater equipment.

**Consolidations and Deconsolidations**

Consolidations and Deconsolidations are also known as Account Rearrangements.  One LSR may be submitted to consolidate accounts under the conditions bulleted below.  Consolidation may be combined with a conversion or a move, but all three activities cannot be done on one LSR.  Multiple LSRs may be required if you wish to move, convert and consolidate at the same time.

* Consolidation is from CenturyLink Retail POTS to Resale or CLSP POTS, or CLSP Centrex 21 to Resale POTS , Resale Centrex 21 to CLSP Centrex 21
* The end state will be the same product on the same account for the same end user and the same service location
* There are no more than 20 Account Numbers on the LSR
* The working telephone number (WTN) that will function as the main TN is placed on the LSR (see matrix for specifics)
* The LSR is marked for manual handling (MAN IND = Y)

The following matrix identifies how a request should be submitted for consolidation of an existing account.

The matrix provides guidelines for typical consolidation scenarios not covered elsewhere and is not intended to be all-inclusive (Note: Not Applicable (NA) is used within this matrix): Download [Consolidation Matrix](https://www.centurylink.com/wholesale/downloads/2011/111227/DNLDConsolidationMatrix12-27-11.doc).

The process to deconsolidate a single account into two accounts (the end result being the current account plus one new one) using one LSR is only available if the end result involves like products and services and the end-user address is not changing.  If deconsolidation of an account involves splitting an existing account into more than two accounts, there must be a separate LSR issued for each additional new account established.  The LSRs should be related via a Related Purchase Order Number (RPON) and the ~~Manual~~ Indicator field must be populated with “Y”.

The following matrix identifies how a request should be submitted for deconsolidation of an existing account.

The matrix provides guidelines for typical deconsolidation scenarios not covered elsewhere and is not intended to be all-inclusive (Note: Not Applicable (NA) is used within this matrix): [Download Deconsolidation Matrix.](https://www.centurylink.com/wholesale/downloads/2011/111227/DNLDDeconsolidationMatrix12-27-11.doc)

**Outside Moves**

Full moves occur when all services on an account are moved from an existing address to a new address. For ordering information regarding full moves, refer to the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

For full moves (ACT = T) of certain products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working. If you wish to exercise this option, you must set the Manual Indicator to "Y" on your LSR and populate the DFDT with Military Time, e.g. “1300”. ~~add information in the Remarks section stating that the service at the old address is not to be disconnected until the service at the new address is working.~~

* ~~For IMA Release 18.0 and Higher, you must populate the~~ **~~DFDT field “XX"~~** ~~on your LSR. No remarks are necessary~~

This option is available only with Non-Designed Resale and commercial local exchange service products:

* POTS
* CTX 21
* PAL

Also, this option is only available if the following conditions are met:

* Business customers only.
* Same due date for the To (T) and From (F) order
* TN on the T and F orders remains the same.
* The orders must require dispatch

Note: The Implementation Contact must be someone (live contact) with whom we can work any unforeseen issues regarding the pending disconnect.

For full moves (ACT = C, LNA of T) of Resale and CLSP Centrex Plus/Centron products, you have the option of requesting that the service at the old address not be disconnected until the service at the new address is working.  If you wish to exercise this option, you must add FDT XX information in the Remarks section of the LSR form and mark for manual handling.

This option is only available if the following conditions are met:

* Business customers only.
* Same due date for the To (T) and From (F) order (i.e., Desired Due Date Out (DDDO), if used, must equal Desired Due Date (DDD))
* TN on the T and F orders remains the same.
* The orders must require dispatch

Centrex requests not meeting these criteria will be rejected.

Partial moves occur when one or more of the services on an account are moved to a new address and one or more of the services remain at the existing address. You can request a partial move on one LSR. An example of a partial move is an end-user that has four lines and wants to move two to a new address and retain the other two at the existing location. Partial move orders can be issued as follows:

|  |  |  |
| --- | --- | --- |
| **Product Categories** | **Activity Types (LSR Form ACT Field)** | **LSR Requirements** |
| * Resale Centrex 21 * Resale BRI-ISDN * CLSP Centrex 21 * CLSP BRI-ISDN | * If account already belongs to CLEC, ACT = T. (Note: If the LSR is submitted with an ACT = N, it will be accepted). * ACT = V should be used if LSR is being submitted for the purpose of combining a migration/conversion, with a move. | * CLEC sets Manual Indicator to "Y" * CLEC must provide all information necessary to provision the service at the new address in the end-user section of the LSR. * Provide specific information in REMARKS (including information that this is a partial move, leave remaining TN(s) XXX-XXX-XXXX on existing account, and indicate the new Billing Telephone Number (BTN) if applicable) |
| * Resale - Local Exchange Services, Business and Residence POTS * CLSP POTS * CLSP with Line Splitting | * ACT=T * LNA = N | * Populate Partial Move Indicator (PMI) with "Y" |

See [Migrations and Conversions](https://www.centurylink.com/wholesale/clecs/migrateconvert.html) Business Procedure for moves with migrations activity.

**Activity Types - ASR**

Following is a chart to help you determine the appropriate Activity Type (ACT) entry when submitting your ASRs. A supplement to cancel and reissue the ASR is required when a change to the ACT type is necessary on an ASR that has been submitted to CenturyLink.

|  |  |
| --- | --- |
| **Activity Type** | **Type of Order** |
| N | New installation or increase in capacity |
| D | Disconnection or decrease in capacity |
|  | Note: (increase or decrease in capacity refers to trunking requests.) |
| M | Inside move within the same building (excludes Deregulated Inside Wiring and Multipoint) |
| T | Outside move of end user (moving to a different building) where BAN, NC, ACTL and ECCKT remain the same (not allowed on FG, LIS, WIS, or Multipoint) |
| R | Administrative Changes (excluding a BAN change) |
| C | Adding, removing or changing: |
| NOTE: Requests with C activity type are not allowed if the change requested requires a change to the circuit ID. For example, an ACTL/FACTL/MUXLOC change on a multiplexed facility, or an optional feature change requiring a change in the circuit ID. CenturyLink requires a disconnect and new install order to accomplish this type of change. | * High Voltage Protection\*\* * Telecommunications Priority Service (TSP) * SHARP & SHARP Plus\* * Diversity and Avoidance * Option Activation * Cross Connect * Deregulated Inside Wiring * Frame & format change * Options changes * SST Reconfiguration * Retagging a Circuit * Translations Changes   CFA Changes   * A CFA change that does not change the end user location address (ACTL CLLI may or may not change) |

\* NOTE: SHARP Plus is no longer available for new service requests. The grandparenting action will affect you in the following ways:

* No new requests for Sharp PLUS will be accepted.
* Existing 12, 24 36 and 60-month customers can, and would be expected to, remain on the plan for the duration of their contract life or until they convert to a new plan.
* Renewals or extensions to existing agreements are no longer available.

For additional information about the grandparenting of SHARP Plus contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

\*\* 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](https://www.centurylink.com/wholesale/pcat/hivoltprotect.html).

NOTE: For all products and all activity types, if a change or supplement type 3 or 4 is needed to the NCI (Network Channel Interface) code found on of the ASR forms, the change may require equipment or a device change. This type of change will require a cancel and reissue of the ASR regardless of whether the ASR is pre- or post-FOC.

NOTE: For all products and all activity types, if a change or supplement type 3 is needed to the GETO (General Exchange Tariff) field on any of the ASR forms, it will require a cancel and reissue of the ASR.

Additional information is available in the current ASOG for these entries and for specific requirements for Multipoint, RING and Virtual Connection requests.

**Requesting DLR – LSR**

The~~IMA~~ EASE DLR function automates the manual process of requesting a DLR so you can view, retrieve and print Design Layout Records at your desktop. More details related to accessing Design Layout Records in ~~IMA~~ EASE can be found in the ~~IMA~~ EASE [User's Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html).

**Requesting DLR - ASR**

To request a DLR for products ordered on the ASR, a Design Routing Code (DRC) is required. This allows you receive your DLR electronically (e.g., fax, computer, e-mail or view it on line). If you do not currently have a DRC established with CenturyLink, contact your Service Manager for information.

**Relating Service Requests and Managed Projects**

Related service requests and/or projects are defined as "any request for service by a single CLEC resulting in the issuance of multiple service requests that must be worked simultaneously for the request to be completed". If the related service requests constitute a project, each service request must have an assigned Project ID and a Project Manager/Coordinator monitoring the project. The Project ID is entered in the "PROJECT" field on the LSR form. A designated Single Point of Contact (SPOC) will coordinate the project and your CenturyLink Service Manager will work with you to negotiate the project on an individual case basis. If the related service requests do not constitute a project, the CenturyLink CSIE will coordinate processing of the requests. If a CenturyLink technician must be dispatched for premises or non-premises work associated with the related service requests, the dispatch appointment must be arranged by the CSIE.

LSRs can be related for varying reasons, which can be due to either CenturyLink processing requirements or when you choose to RPON two or more LSRs for your own records. CenturyLink's definition of an RPON for provisioning purposes is two or more LSRs related together and due the same day and worked by CenturyLink at the same time. CLECs can submit RPON'd LSRs at different times, however, different action is taken by CenturyLink depending upon the timeframes in which the RPON'd LSRs are submitted. In most cases, CenturyLink can work the related LSRs independently of each other so if one were sent back to you by either a Reject or an Error Notification the others could still be processed.

For LSRs that are RPON'd and received at the same time as defined above and a fatal or non-fatal error condition exists on one or more of the RPON'd orders, all of the RPON'd orders will be sent back to you for correction including the situation where one LSR is dependent on the other to complete. Following are a couple of examples:

* An LSR is received to establish brand new service (ACT=N) and a second LSR is received to move an existing CLEC service from another address to be an additional line at the new service address (ACT=T). The additional line will be billed on the same bill as the first line. The LSR for new service (ACT=N) is sent back to you for correction, the second LSR (ACT=T) is dependent on the first and must therefore also be sent back.
* Another situation is when several related LSRs for the same end-user customer are received the same day and are due dated for the same day. If one LSR is sent back to you for correction, the others will also be sent back.

Both of the situations described above require all LSRs to be SUP'd. If only one LSR had an actual error and the others were returned to you because of being related to the LSR with the error condition, but the due dates will not change, then all LSRs should be resubmitted with a SUP Type 3 on them. If the due dates are impacted, the LSR with the actual error condition would be resubmitted using SUP Type 3, and the other related LSRs must be resubmitted with a SUP Type 2.

If an error condition is identified on a RPON'd LSR that was not submitted at the same time as the other RPON(s) described above, CenturyLink will only send a fatal reject, non-fatal error or jeopardy notice on the LSR that has the error condition. It is the CLEC's responsibility to determine if additional action is required on the other related LSR(s) and send in the appropriate supplement (i.e., Supp Type 1, 2, or 3 correction,) if required.

Applicable reject codes as defined in the Error and Rejection Notifications section of this document are used along with remarks for the LSR with the actual error. In the case of an error notification the LSRs follow the process as outlined in the Error and Rejection Notifications section mentioned below.

**Submitting a Service Request ~~- IMA~~**

Once all the forms are completed, the Order Submit Confirmation screen enables you to view basic information and submit your service request. **~~IMA~~** EASE alerts you to some errors on the various forms prior to submitting your service request. Return to the LSOG information, select the form(s) to make the necessary changes, and submit your service request. Additional information related to submitting a service request can be found in the **~~IMA~~ EASE** [User's Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html).

After a service request has been submitted via **~~IMA~~** EASE, specific product categories are eligible for system Flow Through. Note: Local Service Requests submitted during known system maintenance windows are not eligible for flow through. The product categories, activity types, and exceptions to Flow Through eligibility are as follows:

|  |  |  |
| --- | --- | --- |
| **Product Categories** | **Activity Types**  **(LSR Form Activity (ACT) Field)** | **Exceptions to Flow Through**  ~~(Exceptions apply to all versions of IMA except as noted)~~ |
| Unbundled Local Loop | * Conversion as Specified (ACT V) * New Installation (ACT N) * Disconnect (ACT D) * Outside Move (ACT T) | * CLEC sets manual handling indicator * Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Expedites * LSR Quantity >20 ACT "V", "N", "T", and "D" * LSR Quantity > 10 ACT "T" and "D" * Government Account (Type Of Service (TOS) 3) * Pending orders ACT "V", "N" and "T" (actual or indicated by CLEC) * Related Requests (RPON) or Related Order (RORD)) * Partial conversion on accounts with multi-line hunting * Partial move on accounts with multi-line hunting * CLEC sets Address not in Database indicator (e.g., New Construction (NCON) field * Conversion to existing account (CLEC sets Migration Indicator (MI) to "B" or "D") * Border Towns * ADSL Compatible Loop ACT "V" and "T" * ISDN BRI Capable Loop ACT "V" and "T" * xDSL-I Capable Loop ACT "V" and "T" * DS1 Capable Loop ACT "V" and "T" * Optical Carrier level n (OCn) Capable Loop ACT "V", "N" and "T" * DS3 Capable Loop ACT "V" and "T" * Any LSR that is eligible for rejection * Partial conversion LACT = "N" * Unable to determine Rate Zone   + NPA NXX is associated to more than one CenturyLink central office (e.g., number pooling)   + Distance based states (rate zones based on distance and density from the wire center) refer to the [Geographic Deaveraging PCAT](https://www.centurylink.com/wholesale/clecs/geodeavg.html) for specific states * Additional orders issued against an account where a pending disconnect order exists * Desired Due Date greater than 90 days (only applies in Washington and Oregon) * Invalid CSR Data |
| Unbundled Local Loop with LNP | * Conversion as Specified (ACT V) * Conversion as Specified No Directory Listing (ACT Z) | * CLEC sets manual handling indicator * Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Expedites * LSR Quantity >20 * Government Account (TOS 3) * Pending orders (actual or CLEC specified) * Related Requests (RPON or RORD) * Partial conversion on accounts with multi-line hunting * Partial move on accounts with multi-line hunting * Conversion to existing account (CLEC sets MI to "B" or "D") * Border Towns * DS1 and DS3 compatible Loop * ADSL Compatible Loop * ISDN Basic Rate (BRI) Capable Loop * xDSL-I Capable Loop * Complex product (non-POTS) porting * Any LSR that is eligible for rejection * Partial conversion LACT = "N" * Unable to determine Rate Zone   + NPA NXX is associated to more than one CenturyLink central office (e.g., number pooling)   + Distance based states (rate zones based on distance and density from the wire center) refer to the [Geographic Deaveraging PCAT](https://www.centurylink.com/wholesale/clecs/geodeavg.html) for specific states * Same CLEC to CLEC conversion when LEFV is present * Additional orders issued against an account where a pending disconnect order exists * Desired Due Date greater than 90 days (only applies in Washington and Oregon) * Invalid CSR Data |
| Line Sharing | * ACT = C, LNA = "C" or "D" | * CLEC sets manual handling indicator * Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Pending orders (actual or CLEC specified) * Related Request (RPON or RORD) * Expedites * Border Towns * Any LSR that is eligible for rejection * Unable to determine Rate Zone   + NPA NXX is associated to more than one CenturyLink central office (e.g., number pooling)   + Distance based states (rate zones based on distance and density from the wire center) refer to the [Geographic Deaveraging PCAT](https://www.centurylink.com/wholesale/clecs/geodeavg.html) for specific states * Same CLEC to CLEC conversion when LEFV is present * Additional orders issued against an account where a pending disconnect order exists * Desired Due Date greater than 90 days (only applies in Washington and Oregon) * Invalid CSR Data |
| LNP | * Conversion as Specified (ACT V) * Conversion as Specified No Directory Listing (ACT Z) | * CLEC sets manual handling indicator * Supplemental orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Expedites * LSR Quantity > 20 * Government Account (TOS 3) * Complex products (non-POTS) * Pending Orders (actual or CLEC indicated) * Related Requests (RPON or RORD) * Partial conversion on accounts with multi-line hunting. * Conversion to existing account (CLEC sets MI to "B" or "D") * Any LSR that is eligible for rejection * Same CLEC to CLEC conversion when LEFV is present * Additional orders issued against an account where a pending disconnect order exists * Desired Due Date greater than 90 days (only applies in Washington and Oregon) * Invalid CSR Data * SUP 2 Due Date changes for DDD earlier than the one previously requested * VoIP Account |
| Simple Port | * Conversion as Specified (ACT V) Directory Listings Removed * Conversion as Specified No Directory Listing Change (ACT Z) | * Supplemental orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Pending Orders (actual or CLEC indicated) * Any LSR that is eligible for rejection * Additional orders issued against an account where a pending disconnect order exists * Invalid CSR Data * SUP 2 Due Date changes for DDD earlier than the one previously requested |
| Resale – Local Exchange Services, CLSP POTS and Centrex 21 | * Conversion as is (ACT W) * Conversion as specified (ACT V) * Conversion as Specified No Directory Listing (ACT Z) * Change (ACT C) * New Installation (ACT N) * Disconnect (ACT D) * Outside Move (ACT T) * Restore (ACT B) * Suspend (ACT L) * Deny ACT (Y) | * CLEC sets manual handling indicator * CLEC sets Conversion in Progress indicator ~~(IMA versions 14.0 and post 14.0 LSRs only)~~ (EASE) * Supplemental Orders (SUP Type 3 - Other Change) if pending orders exist against same PON and CCNA combination * Expedites * LSR Quantity >20 * Government Account (TOS 3) * Pending Orders ACT "W", "V", "Z", "C", "N", "D", "T", "L", and "Y" (actual or CLEC indicated) * Related Requests (RPON or RORD) * Partial move on accounts with multi-line hunting * CLEC sets Address not in Database indicator (e.g., NCON field * Conversions with voice mail rollover * Eastern Region: CLEC to CLEC conversions   + Resale POTS to Resale POTS   + CLSP POTS to Resale POTS * Central and Western Regions: Conversions with TN changes * Telephone number fields populated with placeholders * Resale CenturyLink DSL Carrierless Amplitude Protocol (CAP) to Discrete Multi-Tone (DMT) conversions * Conversion to existing account (CLEC sets MI to "B" or "D") * Border Towns   + CLSP POTS * Resale Centrex (Plus, Prime, Centron) * Resale Private Line * Resale ISDN BRI * Resale — PBX Trunk Service * Resale - Frame Relay Service (FRS) * Resale Remote Call Forwarding (RCF)   + RCF to Resale POTS   + Any non-RCF class of service to RCF * Resale - PAL Service * CLSP Centrex (Plus, Prime, Centron) * CLSP ISDN BRI * CLSP PBX * CLSP PAL * Partial conversion LACT = "N" * Any LSR that is eligible for rejection * Unable to determine Rate Zone   + NPA NXX is associated to more than one CenturyLink central office (e.g., number pooling)   + Distance based states (rate zones based on distance and density from the wire center) refer to the [Geographic Deaveraging PCAT](https://www.centurylink.com/wholesale/clecs/geodeavg.html) for specific states * Additional orders issued against an account where a pending disconnect order exists * Hunt Group Type 7 and 17 * Appointment Confirmation Number cannot be validated. (This does not apply to MEL requests.) * Changing Main TN to an additional line TN * Telephone Assistance Plan (TAP) refer to the [Resale - General PCAT](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) for more information * Western region - Full conversions of a Retail account with wireless * Desired Due Date greater than 90 days (only applies in Washington and Oregon) * Invalid CSR Data |
| Listing | N, T, C, R, V | CLEC requests a Complex Listing on the Directory Listing form:   * STYC = SI or CI and * RTY = LCR, FCR, LAC, FAC, LCM, FCM, LAS, FAS, LEM, FEM, LAU, FAU, LUL, FUL, LLI, or FEN * STYC = SI, SL, SH or CI and RTY = FWS |

Specific products are eligible for system Flow Through when the LSR is canceled (supplemental type 1 request) via ~~IMA~~ EASE. The products, activity types, and exceptions to Flow Through eligibility are as follows:

|  |  |  |
| --- | --- | --- |
| **Products** | **Activity Types**  **(LSR Form ACT Field)** | **Exceptions to Flow Through**  ~~(Exceptions apply to all versions of IMA except as noted)~~ |
| * Unbundled Local Loop * Unbundled Local Loop with LNP * Line Sharing * LNP * Resale- Local Exchange Services — Business and Residence POTS * Resale ISDN BRI * Resale Centrex Plus and Centron, * Resale Centrex Prime * Resale Centrex 21 * Resale — DID Analog In Only Trunk * Resale Design Trunk * CLSP POTS * CLSP Centrex 21 | * ALL | * Version of PON prior to Due Date Supplement (or prior to Supp Type 2) is not in an "ISSUED" Status * ACT = N and the AN field is not populated. * For Unbundled Local Loop, Unbundled Local Loop with LNP, Resale Designed Trunks and Resale — DID Analog In Only Trunks:   + Time prior to the service order due date for the original request is less than 24 hours * For LNP, Resale — Local Exchange Services — Business and Residence POTS, Resale ISDN BRI, Resale Centrex Plus and Centron, Resale Centrex Prime, Resale Centrex 21 CLSP POTS:   + Time prior to the service order due date for the original request is less than 24 hours and the Line Activity (LNA) is not equal to ‘N’ and an appointment is indicated on the Appointment Confirmation (APT CON) field   + Time prior to the service order due date for the original request is less than 24 hours and the LNA or the Trunk Activity (DTNRACT or DTKACT) is equal to ‘N’ * Resale Private Line * Resale — PBX Trunk Service * Resale — FRS * Resale CenturyLink DSL * Resale ISDN PRI * Any LSR that is eligible for rejection |

Specific products are eligible for system Flow Through when the LSR is requesting a due date change (supplemental type 2 request) via ~~IMA~~ EASE. The products, activity types, and exceptions to Flow Through eligibility are as follows:

|  |  |  |
| --- | --- | --- |
| **Products** | **Activity Types (LSR Form ACT Field)** | **Exceptions to Flow Through**  ~~(Exceptions apply to all versions of IMA except as noted~~) |
| * Line Sharing * LNP * Resale - Local Exchange Services, Business, and Residence POTS * Resale Centrex Plus and Centron * Resale Centrex Prime * Resale Centrex 21 * CLSP POTS * CLSP Centrex 21 * Resale Private Line * Resale - PBX Trunk Service * Resale CenturyLink DSL * Resale ISDN PRI * Resale ISDN BRI * Unbundled Local Loop * Unbundled Local Loop with LNP |  All | * Version of PON prior to cancel is not in an "ISSUED" Status * One or more service orders are completed but the entire LSR has not completed. * Time prior to the service order due date for the original request is less than 1 business day and the values in any of the following fields have been modified: APT CON, DDD Out, Appointment Time (APP Time). * The Desired Frame Due Time (DFDT) field is modified. * Expedites * Resale - FRS * Resale - DID Analog In Only Trunk * Resale Design Trunk * Any LSR that is eligible for rejection * Desired Due Date greater than 90 days (only applies in Washington and Oregon) |

Specific products are eligible for system Flow Through when the LSR is requesting other changes (supplemental type 3 requests) via ~~IMA~~ EASE. The products, activity types, and exceptions to Flow Through eligibility are as follows:

|  |  |  |
| --- | --- | --- |
| **Products** | **Activity Types (LSR Form ACT Field)** | **Exceptions to Flow Through**  ~~(Exceptions apply to all versions of IMA except as noted)~~ |
| * Line Sharing * LNP * Resale - Local Exchange Services, Business, and Residence POTS * Resale Centrex Plus and Centron, * Resale Centrex Prime * Resale Centrex 21 * CLSP POTS * CLSP Centrex 21 * Resale Private Line * Resale - PBX Trunk Service * Resale CenturyLink DSL * Resale ISDN PRI * Resale ISDN BRI * Unbundled Local Loop * Unbundled Local Loop with LNP | * The activity types outlined for supplemental type 3 requests will mirror the individual product categories listed above in the first flow through eligibility matrix. | * The exception types outlined for supplemental type 3 requests will mirror the individual product categories listed above in the first flow through eligibility matrix. * If Pending orders exist against the same TN or ECCKT referenced on the SUP 3 * If pending orders exist against same PON and CCNA combination * Previous LSR activity must be in "ISSUED" status |

**Submitting a Service Request – Non ~~IMA~~ EASE**

If you do not use **~~IMA~~ EASE**, submit your service request to the CSIE as follows:

Please call Lumen LSR Order Support at 866-434-2555 opt 1 or click [Customer Service](https://www.centurylink.com/wholesale/customerservice.html) to chat or [email](mailto:CSIE@lumen.com)

~~Service Requests via Fax (888) 796-9089~~

~~Simple Port orders only (877) 343-7542~~

A Confirmation of Receipt is automatically faxed back to you.

If the appropriate forms or fields are not complete or accurate, your service request will be returned, via a Notice of Rejection, with a full explanation of what is needed to process the service request.

Fax requests for Simple Port one or two Business Day intervals must be submitted through the Fax Gateway number designated for Simple Port orders. If submitted through the Service Request via Fax Telephone Number, the one or two business day interval is not supported. Fax requests for Simple Port must be submitted on standard LSOG 1Q10 forms.

**Error and Rejection Notifications**

While CenturyLink has taken steps to prevent rejections with helpful up-front edits in **~~IMA~~ EASE**, it may be necessary to reject your service request if it is incorrect, incomplete, and/or CenturyLink has an embargoed Central Office.

Three categories of errors and/or rejections are possible when processing your service request:

* **Non-Fatal Errors**

A non-fatal condition occurs when a request is missing data or the request contains conflicting data that is necessary to issue a valid CenturyLink service order. Any condition not documented as a Fatal Reject reason in the sub-section below and/or that prevents an order from being completed and released, is considered a non-fatal error  
  
When a Non-Fatal Error is identified, an error notice is sent (unless you turn this option off by contacting the CenturyLink Wholesale Systems Help Desk at 888-796-9102) advising you that action is required to correct the condition. Examples of Non-Fatal Errors include:

* + Missing end-user contact information
  + Local Contact (LCON) name, address, or telephone number is invalid.
  + AGAUTH status field shows "N" instead of "Y" with an effective date (usually a typographical error)
  + The implementation contact Telephone Number (TEL NO), implementation contact Pager Number (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.
  + Incompatible features on an account

To resolve the error condition you must submit a supplement correcting the missing or incorrect information within 4-business hours or the LSR will be rejected.

* **Fatal Rejections**  
    
  Fatal Rejections, also known as Fatal Errors, are meant to communicate that CenturyLink does not have enough data, or the correct data, to process your service request. In most instances, **~~IMA~~ EASE** will not even allow you to submit your service request if data is missing. When a Notice of Reject is sent, it includes the action you were requesting, the problem(s) encountered and what must happen next on your part. These notifications ~~will be faxed, emailed, or made available in the IMA GUI, or via XML based on the tool you use to submit service requests.~~ are available in EASE.

Reject Codes and associated reasons are described in the following [LSOGs](https://www.centurylink.com/wholesale/clecs/lsog.html).

* Local Response (LR)
* Manual Local Response (Firm Order Confirmation, Error, Reject, Jeopardy, and Cancel).

Reject Codes and associated reasons applied to Fax Gateway requests only are described in Manual Local Response (Firm Order Confirmation, Error, Reject, Jeopardy, and Cancel) form found in [LSOGs](https://www.centurylink.com/wholesale/clecs/lsog.html).

Error Situations - **~~IMA~~ EASE**:

* **Active Status:** With the exception of new service requests, all CSRs must be in an Active status for the service request to be processed. If the CSR has a Final status, **~~IMA~~ EASE** automatically rejects your service request and displays an error message.
* **Resale POTS, PBX, or ISDN with invalid USOCs:** Your service request will be rejected with a list of invalid USOCs displayed.
* **Resale POTS and CLSP POTS:** When you submit a service request with ACT "N" and a CSR exists (reflecting a disconnect for the same TN), you must set the PENDING ORDER field to "Y" or your service request will be rejected.
* **Note:** All service requests with missing or incorrect information will be rejected.

**CenturyLink Rejection Due to Central Office Embargo**

Central Office embargoes occur for a variety of reasons, including changing the switch and conversions. **~~IMA~~ EASE** will validate by NPA-NXX or CLLI code that the DDD of the service request does not fall within an embargo period for the specified Central Office/Switch. If the service request does fall within an embargo period, then **~~IMA~~ EASE** shall reject your service request back to you. **~~IMA~~ EASE** will include a message on the rejects which reads: "Your desired due date is during an embargo period for the Central Office. Please select a due date on or after xx/xx/xx." The following products will be excluded from this rejection:

* Unbundled Loop
* Unbundled Feeder Loop
* Unbundled Distributed Loop
* Loop/Number Portability
* Unbundled Distributed Loop with Number Portability
* LNP
* INP

The following types of activity codes will not be included in rejects for Central Office Embargoes:

* Disconnects (ACT= Disconnect (D), Line Activity (LNA)=D or ACT=Change (C), LNA=D)
* Outside Moves (ACT=Outside Move (T), LNA=D)
* Change Order to Remove (ACT=C, LNA=C, FA=D
* Record Activity Order (ACT=Record (R), LNA=R)
* Change Order to Deny or Restore Service (ACT= Deny (Y) or Restore (B)

**Error/Reject Notice Matrix**

The following table depicts the type of notification you will receive when an error/reject condition is identified:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **If a LSR:** | **Then:** | **And:** | **Additionally:** | **Then:** |
| Is found to have a fatal error prior to a FOC being sent | CenturyLink sends a Reject Notification | You resubmit the original LSR with appropriate corrections (not as a supplement) | If the LSR is complete and accurate | CenturyLink sends you a FOC |
| Is found to have a non-fatal error prior to a FOC being sent | CenturyLink sends an Error Notification | CenturyLink waits a maximum of 4 business hours for you to send a SUP to correct the error(s) or cancel the LSR. | If the error is corrected on a SUP and the LSR is complete and accurate | CenturyLink sends you a FOC. |
| If the error is not corrected within 4 business hours | CenturyLink cancels the existing service order(s) and sends you a Reject Notification. |
| Has been accepted and a FOC has been sent and CenturyLink subsequently detects an error which requires a correction or supplement from you  Note: This can be a fatal or non-fatal error condition | CenturyLink sends you a Jeopardy Notification requesting a LSR correction supplement | CenturyLink waits a maximum of 4business hours for you to send a SUP to correct the error(s) or cancel the LSR. | If the error is corrected on a SUP and the LSR is complete and accurate | CenturyLink sends you a FOC. |
| If the error is not corrected within 4 business hours | CenturyLink cancels the existing service order(s) and sends you a Reject Notification. |

For information regarding jeopardy notifications refer to Jeopardy Notifications within the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**ASR Ordering Exceptions and Edits**

Information contained in the SECLOC field cannot be changed with a supplemental request after the FOC has been sent.

EASE will edit to ensure the correct Receiver Code is used when initiating an order.

For all products except Switched Access, customers must populate the LA (Lease Agreement), LANM (Lease Agreement Name), and LADATED (Date of Lease Arrangement) fields when the ACTL (Access Customer Terminal Location) or RUID (Related UNI Identifier) does not belong to the ordering customer.

The value of "New" is prohibited in the ACTL field. Customers must have a valid ACTL before submitting ASR requests.

**Error Conditions on ASRs and Invalid ASR Process**

The Invalid ASR Process is followed when we receive an ASR that requires additional information or a correction to the information provided by you. The Invalid ASR Process may be followed prior to or after a FOC has been issued. This process allows up to 15 business days for you to correct the ASR or it will be cancelled. If the error condition is identified prior to the FOC being sent, the 15 business days are calculated from the date the ASR was submitted to CenturyLink. If the error condition is identified after the FOC has been sent, the 15 business days are calculated from the Application Date (APP) on the FOC. For requests that require High Voltage Protection, the process allows up to 30 business days.

When the Service Delivery Coordinator (SDC) determines there is an error on the ASR that requires a correction from you, the ASOG Clarification/Notification Request (C/NR) Form will be created and made available in the EASE GUI or will be transmitted to you via the same interface used to transmit your request to CenturyLink. The C/NR form will identify the information that needs to be corrected on the ASR utilizing the industry standard fields on the form and will request a supplement and the date that the supplement needs to be submitted in order to avoid cancellation of the ASR. When the supplement is received and the ASR is considered accurate, you will be sent a "Clear" C/NR form. If the request is cancelled, you will receive a "Cancel" C/NR form.

Whether the error condition is communicated in person, voice mail, email or through the USPS, the SDC will advise you of the error condition and the date that the supplement needs to be submitted in order to avoid cancellation of the ASR.

**Near Match Conditions Identified on a LSR**

A near match conditions exists when the name, address, and TN/Exchange Company Circuit (ECCKT) ID on the LSR are close to what is currently on the CSR but not an exact match. For LSRs that have an ACT Type of N or T, an exact match of the address is required or a fatal reject will be sent to you to correct before provisioning can continue. For other ACT Types (i.e., B, C, D, L, M, V, W, Y and Z) where a CSR exists, CenturyLink will perform the following validation process utilizing a comparison between the CSR and the LSR:

NOTE: for LSRs that are migrating using the TN/SANO criteria described in the CSR Matches by TN and SANO section below, the following criteria does not apply because the criteria for those are based solely on TN/SANO.

When comparing the LSR information to the CSR, CenturyLink will proceed with processing the LSR when the following criteria are met:

* The ECCKT ID or TN is an exact match
* The end-user's surname matches or the business name matches
* The SANO matches (i.e., CSR says 1329 N Main, 1329 must be an exact match to the LSR)

Examples of the end-user's name being a near match condition are:

* Joe Walker instead of Joseph Walker
* M Smith instead of Mary Smith (in the case of dual listings in the Listed Name (LN) field, if one of them matches; CenturyLink will proceed)
* JC Penney instead of JC Penney Co Store #3

The purpose of using the above criteria is to validate that we are making the changes requested on the LSR for the correct end-user. If (after the validation process) we determine that we are provisioning the request for the correct end-user at the correct address, we will continue to process the LSR using the information on the CSR, except under the following conditions:

* ACT of V and the LSR has related service orders where the CSR and LFACS AN don't show a LOC but the LSR does show a LOC. You will be contacted to correct the LSR before provisioning can continue.
* When the CSR address is not an exact match to CenturyLink’s address system, CenturyLink will format the address (e.g., 2540 E 8 will be corrected to 2540 E 8th St.; 627 Waterloo Av will be corrected to 627 Waterloo Ave.)
* When a Directory Listing (DL) form exists, the information on the service order will match the information provided on the DL form.

If the LSR does not match the comparison criteria described above or does not match the CSR exactly, a fatal reject will be sent if it is identified prior to a FOC. If we determine that the LSR does not match the criteria or CSR exactly after FOC, the error jeopardy notification process will be followed. For information regarding jeopardy notifications refer to Jeopardy Notifications within the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Near Match Conditions Identified on an ASR**

A near match conditions exists when the CCNA/Access Carrier Name Abbreviation (ACNA), ECCKT, and address (when applicable) on the ASR are close to what is currently on the CSR but not an exact match. For ASRs that have an ACT Type of N or T, an exact match of the address is required or a supplement is required to correct any errors. For other ACT Types where a CSR exists, CenturyLink will perform the following validation process utilizing a comparison between the CSR and the ASR:

When comparing the ASR information to the CSR, CenturyLink will proceed with processing the ASR when the following criteria are met:

* CCNA or ACNA is an exact match
* The ECCKT ID is an exact match
* The SANO matches (i.e., CSR says 1329 N Main, 1329 must be an exact match to the ASR)

The purpose of using the above criteria is to validate that we are making the changes requested on the ASR for the correct end-user and circuit. If (after the validation process) we determine that we are provisioning the request for the circuit at the correct address, the ASR will continue to be processed using the information on the CSR. If we cannot validate that we are processing the request for the correct circuit, CenturyLink will notify you via the C/NR Form and request a supplement.

**CSR Matches by TN and SANO**

Functionality in **~~IMA~~ EASE** requires the telephone number (with Customer (CUS) Code) in the AN field, AN and CUS for Unbundled Loop, or the telephone number (without CUS Code) and the service address number in the SANO field for a CSR match for the products and ACT types listed below:

|  |  |
| --- | --- |
| **Product** | **ACT Types** |
| Resale POTS | W, V, Z, C, T, L, D, B, Y |
| CLSP  POTS | W, V, Z, C, T, L, D, B, Y |
| CLSP  ISDN BRI | W, V, Z, C, T, D |
| CLSP  Centrex 21 | W, V, Z, C, T, D, B, Y |
| CLSP PBX DID In-Only Trunks | W, V, Z, C, T, D |
| CLSP  Designed Trunks | W, V, Z, C, T, L, D, B |
| Unbundled Loop | C, M |
| Unbundled Loop Excluding CLEC to CLEC migration and Private Line to Unbundled Loop pricing conversion\* | V |
| Unbundled Loop Split | V, Z |
| Loop Service Number Portability (LSNP) | V,Z |
| LSNP Split | V,Z |
| LNP | V, Z |

NOTE: For orders with an ACT Type of T, you must provide new address information that is an exact match with LFACS AN.

\*NOTE: Unbundled Loop CLEC to CLEC migration and Private Line to Unbundled Loop pricing conversions are ineligible for conversion by AN/CUS only. Due to required manual validations, CLEC to CLEC migrations and Private Line to Unbundled Loop pricing conversions must be submitted using all applicable customer name and address fields on the End User Information (EUI) Form and be marked for manual handling.

Any other end-user name or address information provided in the Location and Access Section of the EUI Form is ignored when validating the LSR against the CSR and processing the service request. If the order has been set for manual handling and one of the other conditional or optional fields is populated with information which does not match the information on the CSR, the SDC will only use the AN/CUS or AN and SANO information to validate the account. If no DL form is provided and the End User Name is populated on the LSR, the data provided in this field will be used to derive the Service Name (SN) on the service order. ~~If the End User Name is left blank on the LSR, the SN will be derived from the Listed Name on the CSR. LSRs submitted prior to the IMA effective date above should continue to be submitted using all applicable customer name and address fields on the EUI Form.~~

\*\*NOTE: An exception for LNP is Simple Port requests eligible for 1 or 2 day intervals. Those requests will be validated based on AN, PORTED NBR, and ZIP entries.

**CSR Matches by AN and PORTED NBR**

Functionality in ~~IMA~~ EASE requires the telephone number (without Customer (CUS) Code) in the AN field and the telephone number in the PORTED NBR field for a CSR match for a Simple Port request eligible for 1 or 2 day intervals. Additionally, the ZIP code is required for these requests. ~~IMA~~ EASE uses the telephone number detail from the CSR match, performs an address validation by TN, and matching the ZIP field entries.

**Resubmitting a Rejected Service Request**

Generally, a rejected service request is resubmitted by the party making the error. If you submitted an invalid CFA for an Unbundled Local Loop, you will need to resubmit the service request. If CenturyLink rejects a service request in error, we will resume processing as soon as the error is brought to our attention. At your direction, CenturyLink will place the service request back into normal processing with or without a supplement and issue a subsequent FOC.

*Note:* CenturyLink does not charge you for submitting a supplement or resubmitting a service request. Contact your CenturyLink Service Manager if you have further questions around this issue.

**Supplements and Canceled Service Requests**

You may submit a service request that serves as a request to cancel or to add to or change an existing, previously submitted, service request by submitting a supplement and incrementing the version number on the PON. If one or more of the service orders generated from your original service request is completed, canceled, or rejected, a supplement and/or cancel will not be accepted. Once the activity requested on a PON is completed, canceled, or rejected, a new service request with a new PON must be submitted. Supplements also follow the same process as the original LSR, whereby once CenturyLink receives the request, we will process the supplement and return an FOC acknowledging the request, advising of the newly established due date, if appropriate. In the case of a supplement type 1, a cancellation notice is sent.

Notes:

* Partial cancellations should have a "3" in the SUP field of the LSR form not a "1" for a full cancellation.
* Changes to desired due date in conjunction with other changes to a pending service request should be submitted with a "3" in the SUP field of the LSR form not a "2" for a due date change only.
* If adding remarks in the REMARKS field, the LSR must be marked for manual handling. In addition to the changed fields, the remainder of the service request must be identical to the original service request.
* Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date may require that the due date of the order be changed based on standard intervals depending on changes made to the LSR. Individual product rules will define what changes can be made prior to the noon cutoff without impacting the due date.
* Supplemental service requests are considered a full replacement for previously submitted service request(s), e.g., version 2 completely replaces version 1 of a service request.

During the processing of a service request, CenturyLink will maintain a status indictor. These status indicators are applicable to service requests. They are as follows:

|  |  |
| --- | --- |
| **Service Request Status Indicators** | **Description** |
| Submitted | The service request is set to "Submitted" status when it has been submitted to ~~IMA~~ EASE for processing. |
| In Review | The service request is set to "In Review" status if it is currently being manually processed, if it has been routed to a Service Center for processing, or if flow through is unable to create a service order. |
| Errored | The service request is set to "Errored" status if an internal error occurred during flow through or manual processing. An external error was identified during manual processing and a Non-Fatal Error Notice was issued. |
| Partial | The service request is set to "Partial" status if it was submitted for flow through and a full service order could not be created. |
| Issued | The service request is set to "Issued" status if service order(s) have been issued in the SOP and a FOC has been issued. |
| Rejected | The service request is set to "Rejected" status if it contained fatal error(s) and a Reject Notice was issued. |
| Completed | The service request is set to "Completed" status if all service orders associated with the service request are completed in the SOP. |
| Canceled | The service request is set to "Canceled" status if a supplement to cancel the service request was received and processed. |
| Jeopardy | The service request is set to "Jeopardy"status if there is a facility or Customer Not Ready (CNR) issue related to one or more service orders associated with the service request or a fatal Reject condition is identified after a FOC has been issued. |

A "SUP" field entry, containing one of three valid entries, is required on the LSR form for all supplemental service requests:

* **1 = Cancel** - Indicates pending service request is to be canceled in its entirety. Once CenturyLink has accepted your service request and you determine you want to stop processing, a SUP to Cancel is required. If the SUP to cancel is successfully submitted, received by CenturyLink for processing, and none of the service orders related to the previous version of the service order are complete, canceled, or rejected, CenturyLink will process the supplemental and cancel the pending service request in its entirety. SUP 1 (Cancel) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide CenturyLink the time necessary to process your supplement. For supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date, you may want to call CenturyLink to verify that the cancel supplement was received so that it can be processed in time to meet your needs. Various processing scenarios related to Cancel supplemental service requests are:

|  |  |
| --- | --- |
| **Scenario** | **Processing** |
| ~~A SUP 1 (Cancel) is not successfully submitted and not received by CenturyLink for processing . Reject if IMA GUI ).~~ | ~~The previous version of the service request is worked to completion unless CenturyLink receives a supplemental service request.~~ |
| A SUP 1 (Cancel) is successfully submitted and received by CenturyLink for processing. None of the service orders related to the previous version of the service request are complete, canceled, or rejected. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received.   + CenturyLink stops processing the previous service request and begins processing the SUP service request.   + A Cancel Notice is issued (manual or auto depending on flow through eligibility).   + ~~IMA~~ EASE updates the service request status of the SUP service request and the previous service request(s) to Cancel when the Cancel Notice is issued. |

* **2 = New Desired Due Date** - Indicates pending service request requires only a change of desired due date. SUP 2 (Desired Due Date change) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide CenturyLink the time necessary to process your supplement. Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date require that the due date of the order be changed based on standard intervals. Note: for SUP 2 LSRs, the only fields that can be modified are VER, DDD, APT CON, DDDO, APPTIME, DFDT, SUP, EXP, D/TSENT, ACC, and DATED (AGAUTH). If you are changing the due date, the REMARKS field should be blank as the SUP 2 indicates a due date change. The LSR will be rejected if the SUP 2 carries a REMARK. Various processing scenarios related to New Desired Due Date supplemental service requests are:

|  |  |
| --- | --- |
| **Scenario** | **Processing** |
| A SUP 2 (Due Date Change) is not successfully submitted and not received by CenturyLink for processing.(~~Negative 997 or BPL Reject if XML or BPL Reject if IMA GUI)~~ | The previous version of the service request is worked to completion unless CenturyLink receives a supplemental service request. |
| A SUP 2 (Due Date Change) is successfully submitted and received by CenturyLink for processing and any of the service orders on the previous version are complete, canceled, or rejected. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received.   + CenturyLink starts processing the SUP service request, stops processing the previous version, and the previous version's status remains Issued.   + When it is determined that one or more of the service orders related to the previous service request are complete, canceled, or rejected, processing stops for the SUP service request.   + A Reject Notice is manually issued on the SUP service request   + ~~IMA~~ EASE updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request.   + CenturyLink continues processing the previous service request when the Reject Notice is issued on the SUP service request.   + The previous service request is worked to completion and a LSR Completion Notice is issued. |
| A SUP 2 (Due Date Change) is successfully submitted and received by CenturyLink for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the due date requested is not within the Standard Interval. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received.   + CenturyLink starts processing the SUP service request,stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Issued, or Jeopardy).   + If the service order(s) has been issued, the service order(s) due date is changed to the next available due date within the Standard Interval.   + If the service order(s) has not been issued, the service order(s) is issued to process the SUP service request with the next available due date within the Standard Interval.   + A FOC is manually issued on the SUP service request indicating the new service order due date. If the new due date is different than what was requested, the CFLAG is marked on the FOC.   + ~~IMA~~ EASE updates the SUP service request status to Issued when the FOC is issued.   + The SUP service request is worked to completion and a LSR Completion Notice is issued unless CenturyLink receives a supplemental |
| A SUP 2 (Due Date Change) is successfully submitted and received by CenturyLink for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the due date requested is within the Standard Interval. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received.   + CenturyLink starts processing the SUP service request,stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Issued, or Jeopardy).   + If the service order(s) has been issued, the service order(s) due date is changed to the date requested.   + If the service order(s) has not been issued,the service order(s) is issued to process the SUP service request with the date requested.   + A FOC is manually issued on the SUP service request indicating the new service order due date.   + ~~IMA~~ EASE updates the SUP service request status to Issued when the FOC is issued.   + The SUP service request is worked to completion and a LSR Completion Notice is issued unless CenturyLink receives a supplemental. |

* **3 = Other** - Any other change being requested for a pending service request. If a SUP 3 requesting Other changes is successfully submitted, received by CenturyLink for processing, and none of the service orders related to the previous version of the service request are complete, canceled, or rejected, the supplemental will be processed. If the supplemental is accepted for processing, the requested changes may affect the previously agreed upon due date. If the changes requested in the SUP 3 fall within the guidelines of the SIG Feature Exception List - 1 day, the due date should remain the same. SUP 3 (Other changes) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date date to provide CenturyLink the time necessary to process your supplement. Supplements received after 12:00 noon Mountain Time the day prior to the scheduled due date may require that the due date of the order be changed based on standard intervals depending on changes made to the LSR. The due date is not required on the supplement if previous arrangements have been made (i.e., verbal correction followed by SUP). Various processing scenarios related to Other supplemental service requests are:

|  |  |
| --- | --- |
| **Scenario** | **Processing** |
| A SUP 3 (Other Changes) is not successfully submitted and not received by CenturyLink for processing~~. (Negative 997 or BPL Reject if XML or BPL Reject if IMA GUI)~~ | The previous version is worked to completion and a LSR Completion Notice is issued unless CenturyLink receives a supplemental |
| A SUP 3 (Other Changes) is successfully submitted and received by CenturyLink for processing and any of the service orders on the previous version are complete, canceled, or rejected. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received   + CenturyLink starts processing the SUP service request, stops processing the previous version, and the previous version status remains Issued.   + A Reject Notice is manually issued on the SUP service request when it is determined that one or more of the service orders associated with the previous version are complete, canceled, or rejected.   + ~~IMA~~ EASE updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request   + CenturyLink stops processing the SUP service request and continues processing the previous service request.   + The previous service request is worked to completion and a LSR Completion Notice is issued   + Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement. |
| A SUP 3 (Other Changes) is successfully submitted and received by CenturyLink for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains a Non-Fatal Error condition. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received   + CenturyLink starts processing the SUP service request,stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Error, Reject, Issued, or Jeopardy).   + A Non-Fatal Error Notice is manually issued requesting a new SUP to correct the error condition   + ~~IMA~~ EASE updates the SUP service request status to Error when the Non-Fatal Error Notice is issued.   + If the new SUP to correct the error condition is not received within 4 hours, the SUP service request is Rejected:     - A Reject Notice is manually issued explaining why the SUP service request is being rejected     - EASE updates the SUP service request status to Reject when the Reject Notice is issued     - Service orders associated with the previous service request are canceled     - A new SUP to correct the error condition is required to continue processing the PON   + If the new SUP to correct the error condition is received within 4 hours, the new SUP service request is processed   + Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement. |
| A SUP 3 (Other Changes) is successfully submitted and received by CenturyLink for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains a Reject condition. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received   + CenturyLink starts processing the SUP service request,stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Error, Reject, Issued, or Jeopardy).   + A Reject Notice is manually issued explaining why the SUP service request is being rejected.   + ~~IMA~~ EASE updates the SUP service request status to Reject when the Reject Notice is issued.   + Service orders associated with the previous service request are canceled.   + A new SUP service request to correct the Reject condition is required to continue processing the PON.   + Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement. |
| A SUP 3 (Other Changes) is successfully submitted and received by CenturyLink for processing, none of the service orders on the previous version are complete, canceled, or rejected, and the SUP service request contains no errors. | * + ~~IMA~~ EASE updates the SUP service request status to Submitted when the SUP service request is received   + CenturyLink starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superseded (Submitted, In Review, Error, Reject, Issued, or Jeopardy).   + If the service order(s) has been issued, the existing service order(s) is updated, or canceled and a new service order(s) is issued as necessary to process the requested change.   + If the service order(s) has not been issued, the service order(s) is issued as necessary to process the SUP service request   + A FOC is manually issued on the SUP service request indicating the new and/or changed order information   + ~~IMA~~ EASE updates the SUP service request status to Issued when the FOC is issued   + The SUP service request is worked to completion and a LSR Completion Notice is issued unless CenturyLink receives a supplemental   + Design affecting supplements may result in a minimum Standard Interval from the receipt of the supplement. |

**Verbal Supplements on LSRs**

Changes to an existing service request must be made via a supplement as described above. CenturyLink will only accept a verbal supplement change request for one of the following reasons:

* CFA or slot change on the due date
* Due date change on the due date (except for LNP)
* System outages for you or CenturyLink where the supplement could not be electronically submitted
* When any of the orders related to a LSR are completed
* Cancel on a due date
* Cancellations pertaining to the work back process
* LSR completed in error by CenturyLink and subsequent changes are required

Note: For LNP, refer to the Ordering Section of our [Local Number Portability (LNP)](https://www.centurylink.com/wholesale/pcat/lnp.html) Web page for specific conditions under which a verbal supplement is allowed. For Unbundled Loop, verbal CFA or slot changes may be made up to three days prior to the due date.

**Supplemental Versioning and Error Corrections**

If the original service request version is "1", the starting version of a supplement is "2". For every supplement issued, a confirmation may be returned if the service request processed through our systems before receipt of a subsequent supplement. CenturyLink advises, but does not require, you wait until the current supplement is confirmed, or an error is received, before you issue another supplement. Error correction handling includes:

* If a system generated FATAL error is returned, correct the supplement and re-issue it with the same version number.
* If a manually generated FATAL error is returned, correct the supplement, increment the version number, and re-issue it.
* If the supplement fails CenturyLink's system edits, you will receive an Acknowledgment (FATAL) with one or more fatal error codes. Resolve the errors and resubmit the supplement.
* If a supplement fails CenturyLink's system edits or another error is manually detected, correct the supplement, increment the version number, and reissue the supplemental service request.

When your supplemental service request is accepted, a confirmation indicating CenturyLink accepted the service request is returned and, after our service order processing systems accepts the service request, a FOC is sent.

**Issuing Supplemental Service Requests**  ~~-Non IMA~~

If you do not use ~~IMA~~ EASE, email your supplemental service requests to CenturyLink (see Contacts section of this document). We will compare the supplement with your previously submitted service request, and verify the original service request is not completed, canceled, or rejected prior to processing your supplemental service request. If your original service request was completed, canceled, or rejected, you will need to submit a new service request with a new PON assigned by you.

A rejected service request is not considered a candidate for a supplement. Make the appropriate changes and re-send the rejected service request.

**Acknowledging Service Requests**

After your service request is submitted via the Order Submit Confirmation screen, EASE confirms the order. A message advises you if your submission was successful and the type of service request submitted.

**~~Reviewing~~**~~IMA~~ **~~Queue~~**

~~When service requests are submitted after normal operating hours, IMA EASE places your service request in a queue until normal operating hours for processing. When normal operating hours are in effect, you can review a list of your service requests in the queue by entering any one of the following:~~

* ~~CCNA - Customer Carrier Name Abbreviation~~
* ~~CC - Company Code~~
* ~~User ID - IMA EASE log-on ID (Creator of original service request, blank for all saved service requests)~~
* ~~PON - Purchase Order Number of service request to be displayed (blank to display all)~~
* ~~LSRID - LSR number~~

~~IMA EASE displays:~~

* ~~Queue Status of the service request in the queue~~
* ~~Queue Date service request was placed in the queue~~
* ~~Purge Date service request will be purged from the list~~
* ~~Remove From List to remove a non-accepted service request~~
* ~~Display Errors on service requests that were not accepted~~
* ~~Open Highlighted Opens the service request for editing~~

**Monitoring Service Request Status -** ~~IMA~~ EASE

CenturyLink's ~~IMA~~ EASE GUI tool offers a variety of ways to monitor the status of your service request during and after the ordering process is complete. Refer to the ~~IMA~~ EASE User’s Guide or more details on monitoring your service requests in ~~IMA~~ EASE.

**~~Monitoring Service Request Status – Non~~** ~~IMA EASE~~

If you do not use ~~IMA~~ EASE you may obtain a status of your service request by calling the CSIE **with the PON** and**~~one or more telephone numbers on the service request~~**~~.~~ ~~T~~the CSIE will provide the current status,or negotiate a commitment as to when they can provide a status.

**Status Response Intervals**

A response interval, assigned according to your inquiry or reason for contacting the CSIE, is entered in CenturyLink's Call Center tracking tool once the reason for your call is determined. When a response interval is assigned, you will be advised as to when to expect a call back from a SDC who will provide you a status update every 2 hours until your situation or concern is resolved. While not an all-inclusive list, the following illustrates response intervals based on the reason for your call:

* 2-Hour Response Interval
  + Your end-user is out of service due to recent order activity
  + Request to change a due date on a service request that is due to be completed today
  + Request to cancel a service request that is due today
  + LNP concurrence needed
  + Service request rejected and additional information is needed
  + Non-fatal error notice requires further information
  + Port has gone bad, work back needed (End-user may or may not be out of service)
* 24-Hour Response Interval
  + Service request status
  + Status request for a service request not due today
  + How to complete service request questions that are not ~~IMA~~ EASE Help Desk related
  + Assistance needed with an address validation
  + Resend of a FOC or other notices that can be resent
  + ~~IMA~~ EASE functionality
  + Jeopardy notice received and further explanation is needed
  + Additional information needed for a requested service that has become a delayed order
  + DMARC location or information for a completed service request
  + CFA information for a service request that is not yet placed, due today, or in a reject status
  + Assistance with the data contained on a Loss or Completion report
* 48-Hour Response Interval
  + End-user's CSR reflects non published directory listing, however, service request was to publish listing in the telephone directory
  + General directory listing related questions such as how to set up a listing or provide definition of a listing
  + Assistance with an archived service request

The Call Centers use reason and sub reason codes when closing call center tickets. Upon request you will be provided the closing codes. Should you disagree with the codes used to close the ticket you should follow the escalation process. For a brief description of these codes and when they are used download the [Reason and Sub Reason Codes](https://www.centurylink.com/wholesale/downloads/2019/190114/act_download_doc.doc) document.

**Delayed Service Request Handling**

A request for service is considered delayed when a service order cannot be provisioned due to lack of facilities or lack of qualified facilities in the Central Office, in the local loop from the Central Office to the end-user, or between Central Offices.

When CenturyLink receives a request for service at a location where no facilities are available, a SDC in our Wholesale Delayed Order Monitoring Group will contact you to advise you of the delayed order status and reason.

Once facilities are available for your service request, a SDC from our Wholesale Delayed Order Monitoring Group will contact you to advise you of our earliest possible due date. CenturyLink?s Wholesale policy is to serve as your advocate by tracking all delayed service requests and communicating with you while working closely with our internal Network organizations to facilitate closure of a delayed order.

**Service Requests for UNEs (Including Special Access in Lieu of UNE)**

If you submit a service request for UNEs and CenturyLink does not have the facilities available to meet that request based upon your requirements, you have a number of options:

* Resubmit your request when facilities become available.
* Request service via CenturyLink's CLEC Requested UNE Construction Process (CRUNEC). Refer to [CLEC Requested UNE Construction](https://www.centurylink.com/wholesale/clecs/crunec.html) for additional information regarding CRUNEC.
* Request service via CenturyLink's Private Line (Special Access)Services. Special Access Services are ordered on [ASR](https://www.centurylink.com/wholesale/forms/asr.html) forms.
  + In Colorado, Utah, and Washington; CenturyLink will produce reports regarding Private Line (Special Access) Services ordered in lieu of UNEs in these states. These reports will be based upon self reporting by CLECs. If you choose to identify ASRs used to order Special Access Services in lieu of UNEs, the ASR form must be completed as follows:
    - The first 3 positions of the Project field must contain "LU#".
    - If the ASR is associated with a Project, type your project number after the "LU#" entry.
    - For information regarding how to complete the other fields, refer to [ASR Forms.](https://www.centurylink.com/wholesale/forms/asr.html)

**Escalations**

You may initiate an escalation of your service request at any time during the ordering process by calling the appropriate center. Refer to the Contact Section at the end of this document for a list of CenturyLink's service centers. Escalations begin with the Service Center's Supervisor then progress to the Manager, Director, and Vice President levels within CenturyLink.

**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).

View additional CenturyLink courses by clicking on [Course Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

**Contacts**

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

Frequently Asked Questions (FAQs)

**~~1. How are~~** ~~IMA EASE~~ **~~status updates retrieved?~~**

~~IMA retrieves status updates by the User ID of the person who submitted the service request. By default, this field contains the User ID of the person logged into IMA. If no User ID is entered, all User IDs for your company are returned. However, only two Statuses can be selected when viewing all User IDs. Status update messages can be displayed for up to 24 hours.~~

**1. How do you issue a supplement to change a reserved appointment?**

When your original service request has an appointment scheduled, the appointment must be changed before a supplement to change the Desired Due Date is accepted. Appointments are changed in ~~IMA~~ EASE by using the Schedule Appointment option in Pre-Ordering and selecting a new appointment for the CCNA/PON on your service request.

**2. Can a service request be submitted in**~~IMA~~ EASE **when the service address does not exist in CenturyLink's address databases?**

When your service request is a New (N) or Outside Move Transfer (T) Activity Type "ACT", and the address does not exist in CenturyLink's databases for SAG Only Matches, you can use an override button (NCON = A or B) to enter the address manually on the End-User Information, and Resale Private Line forms.

The override flags the address as Not Validated allowing you to submit the service request while alerting the CSIE to process your service request manually. Your service request may be rejected if the address cannot be validated. The override flag is only used for New and Outside Move Transfer activity types. For all other activity types, if the address does not exit in CenturyLink's databases, contact the CSIE for assistance.

When entering a new LOC at an existing service address due to a SAG Only match in ~~IMA~~ EASE Address Validation, an NCON = B entry should be made on the End User form.

**Last Update:** ~~February 13, 2020~~November 30, 2023

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