<https://www.centurylink.com/wholesale/pcat/commercial-resale-centrex-prime.html>

**BWholesale: Products & Services**

**Product Catalog (PCAT)**

**Commercial Resale - Centrex Prime® - V1.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/201002/HLCommercial_Resale_V1.doc)

**Product Description**

CenturyLink™'s retail telecommunications service, Centrex Prime®, is available for resale by Resale Customers to their end-users. Additional information about resale of CenturyLink's retail services can be found in the Commercial Resale – General PCAT.

Centrex Prime is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end-user terminals. It is a multi-media platform which delivers integrated voice, video, image, and data services over the network.

Centrex Prime includes analog (basic) or digital (Integrated Services Digital Network (ISDN)) station lines that may be provided utilizing various technological designs. It provides enhanced features and functionality and is considered the latest in the evolution of the Centrex product family. A group of station lines are translated for an individual end-user group and are provided with common access to a predetermined group of features. It may be better suited for services with 50 lines or more. The standard set of features provided varies depending on whether the station lines are analog or digital and on the available central office technology. For additional information, contact your CenturyLink [Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

Standard Packages, Rate Stability Plans and Optional Features may vary from state to state. For all packages, plans and features, view [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Availability**

Centrex Prime service is available where facilities exist on an intra-Local Area and Transport Area (LATA) basis throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

**Terms and Conditions**

Centrex Prime services may vary from state to state. For all packages, plans and features, view the [Tariffs/Catalogs/Price Lists.](https://www.centurylink.com/aboutus/legal/tariff-library.html)

CenturyLink will accept one white page directory listing for each main telephone number at no charge. Additional information about directory listings is available in [White Pages Directory Listings.](http://www.centurylink.com/wholesale/pcat/whitepagedirlist.html)

Additional terms and conditions, rates and charges can be found for each state in the [Tariffs/Catalogs/Price Lists.](https://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html)

**Technical Publications**

Technical characteristics are contained in the applicable Tariff and may have references to certain Technical Publications.

**Pricing**

**Rate Structure**

Centrex Prime is billed on a month-to-month basis.

CenturyLink retail rates, rate elements and how they apply to Centrex Prime is located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional general resale rate structure information is located in Commercial Resale – General PCAT.

**Rates**

Retail prices can be found in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Tariffs, Regulations and Policies**

Tariffs, regulations and policies applicable to CenturyLink retail products available for resale are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Optional Features**

Centrex Prime optional feature availability and pricing may vary according to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Implementation**

**Product Prerequisites**

If you are a new Resale Customer and are ready to do business with CenturyLink, view [Getting Started as a Commercial Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html).

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) Pre-Order.

To request new service, contact your CenturyLink Regulatory Support Manager who will assist you in identifying functionality requirements and request to have a common block built in the switch where you want to provide service. A common block is a dedicated space in the CO that is provisioned to contain specified features. Before ordering any optional, standard or system features, you must verify if the feature is built into the common block. Features that are not built into the common block may be requested through your CenturyLink Regulatory Support Manager.

**Ordering**

It is important to understand the Commercial Resale - General procedures before ordering Centrex Prime.

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

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

Centrex Prime service requests are submitted using the following Local Service Ordering Guidelines (LSOG) forms:

* Local Service Request (LSR)
* End User (EU)
* Centrex Resale Service (CRS)
* Directory Listing (DL), if applicable

Field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

USOCs and FIDs are described in the [Universal Service Order Codes (USOCs) and Field IDentifiers (FIDs)](https://usocfidfind.centurylink.com/) Overview.

A Line Class Code (LCC) identifies the originating and terminating calling restrictions, or combinations of calling restrictions for a line and is stored in the common block memory of the program controlled switch. The LCC must be entered in the FEATURE DETAIL field on the CRS.

For additional information on Centrex LCCs, refer to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

If you have any questions regarding the availability of a particular LCC, please contact your [CenturyLink Regulatory Support Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

Requests for multiple lines may be made on the same request, provided the request is on the same Customer Service Records (CSR), for the same customer, at the same location, and for the same due date.

**Provisioning and Installation**

Where a common block is applicable, a Centrex system is defined by a single common block or multiple common blocks for a single CLEC within a single Central Office switching system. A common block defines the dialing plan for intercom calling, access to the Public Switched Network and/or private facilities, station line and system restrictions and feature access arrangements and functionality. CLEC may purchase multiple common blocks within a single Central Office switching system when CLEC requires different dialing plans, feature access arrangements and station line or system restrictions within a single system operation. CLEC with multiple common blocks within the same Central Office Switch may have network access register and private facility trunk groups aggregated across multiple common blocks. Centrex system based optional features (i.e., Automatic Route Selection) may not be aggregated across multiple common blocks. A Centrex system must provide station lines to at least one (1) location and may provide station lines to multiple locations.

Centrex station lines are provisioned, and charges are calculated based on serving CLEC's location. A location is defined as the site where CenturyLink facilities (cable plant from the serving Central Office Switch) meet CLEC facilities (inside wire). In a multi-tenant building, CenturyLink may bring facilities directly to a single Point of Interconnection with CLEC facilities, typically in a basement equipment room, which would be considered a single location for this multi-tenant building. Should CenturyLink bring service to multiple floors or offices within a multi-tenant building each floor or office with a separate CLEC facilities termination point is considered a location. Where CLEC has multiple buildings within contiguous property (campus), such buildings will be provisioned and billed as a single location. Contiguous property is defined as property owned or leased by CLEC and not separated by public thoroughfare, river or railroad rights-of-way. Property will be considered contiguous when connected via connecting passageways or conduit acceptable to CenturyLink for its facilities. Where CLEC has Centrex station lines from multiple Central Office switching systems, within the same CenturyLink Wire Center, and provisioned to the same location, CLEC will not be charged for service or provisioned as if service was originating from a single Centrex system. For example, station lines may only be aggregated from a single CLEC Centrex system to a single CLEC serving location for rating purposes. CLEC may not specify a Central Office as CLEC's location for the termination of Centrex station lines.

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

~~On a monthly basis, CenturyLink will provide you with billing information that will provide summary account information as well as end-user account information~~ Monthly, CenturyLink will provide you with billing information that will provide summary account information and end-user account information.

Ensemble is the new billing system for customers. For questions about the bill, please follow the instructions on the reverse side of each billing statement.

The Ensemble bill is described in [Billing Information – Ensemble](https://www.centurylink.com/wholesale/clecs/ensemble.html).

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information – Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)

**Training**

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

**Contacts**

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

**Last Update:** October 20, 2020

**Last Review:** March 14, 2024