[**https://www.centurylink.com/wholesale/pcat/opsserv.html**](https://www.centurylink.com/wholesale/pcat/opsserv.html)

**Operator Services - V43.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2017/171211/HL_Operator_Services_V43.doc)

**Product Description**

CenturyLink™ offers CenturyLink's Operator Services access to Facility-Based Competitive Local Exchange Carriers (CLECs) for [Resale](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) and compatible commercial, finished service, local exchange services products, e.g. CenturyLink™ Local Services Platform (CLSP™). Operator Services provides assistance with local calls and intraLATA toll calls to your end-users.

If you purchase CenturyLink Operator Services, your end-users obtain access to CenturyLink Operator Services by dialing "0" or "0" plus a Telephone Number (TN). Facility-Based CLECs, using your own switch may use the same dialing pattern or may choose a different dialing pattern for your end-users using CenturyLink's Operator Services.

Your technicians can also use the CenturyLink operator to obtain origination ANI information.  Once connected to the CenturyLink operator, your technician can retrieve origination ANI information by advising the CenturyLink operator that the call is a “Tech. code YYMM” .  An example of YYMM = December 2006 would be 0612.  January 2007 would be 0701. Once your technician provides this tech. code YYMM to the CenturyLink operator, the CenturyLink operator will advise the technician of the 10 digit ANI that the call is originating from.

All end-users have the ability to receive:

* Live operator assistance in English
* Automated operator assistance in English
* Live and automated operator assistance in Spanish will be available in all states.

Operator Services Products and Services are as follows:

* **Local Assistance**

Local Assistance provides help or information to your end-user's to place or complete local calls, including calls to CenturyLink's [Directory Assistance (DA) Service](https://www.centurylink.com/wholesale/pcat/voicedirasst.html). At your request, CenturyLink operators will provide your end users referrals to your Business offices and/or Repair Centers, including your hours of operation. Referral numbers are maintained and updated through the Operator Services/Directory Assistance (OS/DA) sections of the [Customer Questionnaire](https://questionnaire.centurylink.com/).

* **IntraLATA Toll Assistance**  
  IntraLATA Toll Assistance provides help or information to your end-user's on placing or completing intraLATA toll calls. CenturyLink will complete intraLATA calls for your end-users unless you have requested CenturyLink not to do so.
* **Emergency Assistance**  
  CenturyLink will provide assistance in handling your end-user's local and intraLATA toll calls to emergency agencies, including but not limited to, police, sheriff, highway patrol and fire.

**Availability**

Operator Services are available, upon request, in the CenturyLink QC.

**Terms and Conditions**

CenturyLink will perform Operator Services in accordance with CenturyLink operating methods, practices and standards in effect for all end-users. CenturyLink will respond to your end-user calls to CenturyLink Operator Services using the same call handling priority used to respond to CenturyLink end-user calls. Calls to CenturyLink Operator Services are handled on a first come, first served basis, without regard to whether the call was originated by CenturyLink's or your end-user.

**Facility-Based CLECs**

Facility-Based CLECs with their own switch must deliver their OS traffic on SS7 trunks to CenturyLink’s switch over their own or leased trunks and transport facilities.

**Resale and Commercial Local Exchange Services**

For these services, if you access CenturyLink's Operator Services your end-user's Operator Services calls will be transported to CenturyLink's Operator Services switch via shared use of CenturyLink Operator trunks.

**Operator Services for Special Needs End-Users**

CenturyLink can identify your Special Needs End-Users through the use of screen codes. Screen Code 26 identifies a Residential Special Needs End-User and Screen Code 27 identifies a Business Special Needs End-User. To identify a Special Needs End-User, you must complete Attachment A1 that is located within the OS/DA portion of the [Customer Questionnaire](https://questionnaire.centurylink.com/) with the appropriate Screen Code for each individual end-user.

Within two business days of receipt of your updated Customer Questionnaire, the screen codes will be added to the screening database. At that point, the CenturyLink operator agent will be able to identify your end-user as a special needs individual.

**Pricing**

**Rate Structure**

Charges will not apply for Customized Call Routing.

**Rates**

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

**Tariffs, Regulations and Policy**

CenturyLink Operator Services including the terms and conditions (except prices), are found in CenturyLink's retail specific [Tariff/Catalogs/Price List](https://www.centurylink.com/aboutus/legal/tariff-library.html) information.

**Optional Features**

**Operator Services Rate Quote**

Rate quote means quoting your identified rates (provided by you) to your end-users upon request when the call originates from that end-user.  This includes all Operator assisted calls as well as busy line verify and busy line interrupt.  If you do not provide rates, CenturyLink will provide rate quotes in accordance with CenturyLink rates.

Rate quotes are available in the following states based on OCN:

* AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, WY

To establish your identified rates for quote service, you will need to complete a Customer Questionnaire or update your existing one.  You will also need to provide CenturyLink with your authorized and nationally recognized Operating Company Number (OCN) from [iconectiv](https://trainfo.iconectiv.com/" \l "LERG" \t "_blank)[®](https://trainfo.iconectiv.com/" \l "LERG" \t "_blank)['s Local Exchange Routing Guide (LERG™)](https://trainfo.iconectiv.com/" \l "LERG" \t "_blank). CenturyLink can assign one set of rates per OCN per state. It is your responsibility to notify CenturyLink and provide an updated Customer Questionnaire when your rates change. Upon acceptance of your questionnaire, we will start to quote the new rates within 30 days.

**Operator Services Call Branding**

Call Branding means announcing CenturyLink’s name, a generic name, or a customized name on the front end and back end of Operator Service calls.  You have the option of choosing what type of branding announcement you wish to have recorded and played for your end-users placing calls to CenturyLink Operator Services.

Front End Call Branding announces CenturyLink’s Name, a Generic Call Branding, a Customized Call Branding at the beginning of the call.

Back End Call Branding announces CenturyLink’s Name, a Generic Call Branding, or a Customized Call Branding at the conclusion of the call.

Four types of Operator Services Call Branding are available, where technically feasible.  Calls may be branded with CenturyLink’s Name, Generic Call Branding and Customized Call Branding as follows:

* CenturyLink Name Branding – announces CenturyLink’s name
* Generic Call Branding – announces no name (e.g., Thank you for using your local telephone company)
* Generic Call Branding – announces no name (e.g., Thank you for calling Operator Services)
* Customized Call Branding – announces your name (e.g., Thank you for using “your name”)

**Resale and Commercial Local Exchange Services**

When using these services, there are two options to obtain Call Branding:

* Shared trunks used for the purposes of providing Operator Services. If you access CenturyLink Operator Services via CenturyLink shared trunks, your branding will be provisioned using your Resale OCN. You will need to provide CenturyLink with your authorized and nationally recognized OCN from [Telcordia’s LERG™](https://trainfo.iconectiv.com/#LERG). You should have a single Local Exchange Resale OCN for doing business in all CenturyLink QC.
* Customized Routing and Dedicated Transport may be used for purposes of providing Call Branding. Customized Routing provides you with the ability to route your end-users' operator services traffic over Dedicated Transport trunks and transport to the CenturyLink Operator Services platform. Such trunks may then be identified to allow your Call Branding announcement to be played on your end-users' calls to CenturyLink's Operator Services. Customized Routing and Dedicated Transport are available in CenturyLink QC. For complete terms and conditions, refer to [Customized Routing](https://www.centurylink.com/wholesale/pcat/customrouting.html).

**Facility-Based CLECs**

If you use your own switch and provide or lease transport facilities to deliver end-user’s operator services calls to CenturyLink’s Operator Services switch, your calls can be branded with CenturyLink’s Brand, Generic Call Branding or Customized Call Branding.  CenturyLink’s brand message will be played on your calls unless you make arrangements for Generic Call Branding or Customized Call Branding.  On CenturyLink’s [Customer Questionnaire](https://questionnaire.centurylink.com/), provide your individual state OCN for each state in which you do business with CenturyLink.

**Customized and Generic Call Branding Testing**

CenturyLink will perform acceptance testing for Generic Call Branding, Customized Call Branding with you, at no additional charge, to ensure the branding is operational.

CenturyLink will, at your request, schedule a mutually agreeable time to perform acceptance testing in cooperation with you. If you are unable to participate in the acceptance testing, or if you request that branding installation be completed without your presence, the service will be understood to be accepted by you.

CenturyLink branding implementation personnel will conduct preliminary testing. Testing will be comprised of the following steps:

* 1. The CenturyLink Service Manager will inform you that Customized Call Branding or Generic Call Branding has been loaded and then a time must be scheduled between you and the CenturyLink Service Manager for the test.
  2. The CenturyLink Service Manager will contact the CenturyLink Branding Implementation Manager with the agreed upon date of the test. The CenturyLink Branding Implementation Manager will notify the CenturyLink branding technical personnel.
  3. You, with the CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel on the line, will place test Operator Service calls. You may make up to two calls per test situation.
  4. If the front end and back end call-branding meets your satisfaction, the test is completed.
  5. If you reject the test, the CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel will take action to correct the situation.
  6. CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel will define the problem. The CenturyLink Branding Implementation Manager will notify the CenturyLink Service Manager within two business days of the expected date of resolution.
  7. The CenturyLink Branding Implementation Manager will inform the CenturyLink Service Manager when the problem has been resolved.
  8. The CenturyLink Service Manager will advise you that the problem has been resolved and set up a time for acceptance testing.
  9. The CenturyLink Service Manager will advise the CenturyLink Branding Implementation Manager of the acceptance test schedule. The CenturyLink Branding Implementation Manger will notify CenturyLink branding technical personnel.
  10. Repeat steps beginning with Step 3 above.

**Features/Benefits**

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| --- | --- |
| **Features** | **Benefits** |
| End-user support 24 hours a day, 365 days per year |  Insures reliable service and support |
| Operators that are dedicated and highly skilled to serve as customer advocates |  Provides end-users with professional, courteous, and accurate information and services |
| 90% of all Operator Services calls will be answered within 10 seconds |  Provides a fast, but personal response to end-users inquiries |
| Leading edge Systems and Technology |  Network connections that ensure survivability and uninterrupted traffic flow |
| Front and Back End branding |  Reinforces your relationship with your end-user |

**Applications**

Contact your CenturyLink Sales Executive for information.

**Implementation**

**Product Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

In order to have Operator Services with CenturyLink, you need to have a hosted RAO code and a [CMDS Hosting contract](https://www.centurylink.com/wholesale/pcat/cmds.html).   For more information about CenturyLink’s offered CMDS Hosting, see the [CMDS Hosting PCAT](https://www.centurylink.com/wholesale/pcat/cmds.html) and/or contact your [CenturyLink Wholesale Service Manager](https://www.centurylink.com/wholesale/ccdb/).

If you wish to access CenturyLink's Operator Services for the first time, or wish to use Operator Services in a new or different CenturyLink geographic area, you must complete a [Customer Questionnaire](https://questionnaire.centurylink.com/).

**Pre-Ordering**

**Facility-Based CLEC**

You must provide SS7 Operator Service-type trunk(s) between your end office switch and the interconnection point on the CenturyLink Operator Services platform for each LATA you serve for purposes of delivering your traffic to CenturyLink.

Your Operator Service-type trunks must follow technical design requirements as defined in the [Operator Services System Generic Requirement (OSSGR)](https://www.document-center.com/standards/show/BELL-FR-NWT-000271/history/). Telcordia™ document FR-NWT-000271, Section 6 (Signaling) and Section 10 (System Interfaces) in general requirements form.

On CenturyLink’s [Customer Questionnaire](https://questionnaire.centurylink.com/), you will provide your individual state OCN for each state in which you do business with CenturyLink.

For Coin Services, you must provide MF Operator Service-type trunk(s) between your end office switch and the interconnection point on the CenturyLink Operator Services platform for each NPA you serve for purposes of delivering your traffic to CenturyLink.  NOTE: You must have Operator Services trunks in order to offer Coin Services.

Your Coin Service-type trunks must follow technical design requirements as defined in the [>Operator Services System Generic Requirement (OSSGR)](https://www.document-center.com/standards/show/BELL-FR-NWT-000271/history/). Telcordia™ document FR-NWT-000271, Section 6 (Signaling) and Section 10 (System Interfaces) in general requirements form.

**Resale and Commercial Local Exchange Services**

You will need to provide CenturyLink with your authorized and nationally recognized OCN from [Telcordia's LERG™](http://www.trainfo.com/products_services/tra/catalog_details.html#LERG). You should have a single Local Exchange Resale OCN for doing business in all CenturyLink QC.

**Ordering**

Once your questionnaire(s) have been submitted and accepted by CenturyLink, your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) will contact you to begin the implementation process.

**Additions, Deletions, or Changes to Existing Services**

If you are a Facility-Based CLEC and you want to add new services, delete or change existing services, you must complete the applicable portion of the Operator Services/Directory Assistance section of the [Customer Questionnaire](https://questionnaire.centurylink.com/).

**Provisioning and Installation**

Trunk provisioning for Facility-Based CLECs with your own switches that access CenturyLink Operator Services must follow guidelines for such trunks, as noted above.

Once you have arranged for access to CenturyLink's Operator Services, all local exchange line services will include access to CenturyLink's Operator Services.

You may use CustomNet to block some Operator Service features. Refer to [CustomNet](https://www.centurylink.com/wholesale/clecs/features/customnet.html) for additional information.

**Maintenance and Repair**

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

For additional information contact your CenturyLink Service Manager.

**Billing**

Resale and commercial local exchange services will receive a monthly bill for usage from the[~~Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)~~billing system.~~ Now billing is conducted through Ensemble. For questions about your bill, please follow the instructions on the reverse side of your bill.

Facility-Based CLECs are billed monthly from the [Local Exchange Invoicing System (LEXCIS)](https://www.centurylink.com/wholesale/clecs/lexcis.html).

**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 Training.](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)

View additional CenturyLink courses in the ~~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).

For additional information, contact your [CenturyLink Sales Executive or Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

**Frequently Asked Questions (FAQs)**

**1. Which OCN will I use for Resale to get the correct branding?**  
You need to use the National Resale OCN as provided by National Exchange Carrier Association (NECA)

**2. I don't have a National OCN so how do I obtain one?**  
Go to: [NECA](https://www.neca.org/)

**Last Update:** December 11, 2017

**Last Reviewed:**  **March 15, 2024**

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LERG™ is a trademark of iconectiv®.  
CenturyLink™ Local Services Platform (CLSP™) is a trademark of CenturyLink™