Introduction:

For the convenience of our Wholesale customers, CenturyLink now offers its General Exchange Tariff (GET) forms as online web forms. Customers who submit these forms online will receive automated e-mails as their request is processed notifying them of their status.

Please note that the downloadable GET forms in Microsoft Word format will continue to be available for download, and can be accessed via
http://www.centurylink.com/wholesale/industrysolution/get.html.
These are only available for use when the online tool is not working due to network issues.

Requirements:

The GET Online Forms System requires a web browser with Javascript enabled.

It is strongly recommended that users of the online forms system use one of the following browser versions:
- Internet Explorer version 9 or higher
- Mozilla Firefox (latest version)
- Google Chrome (latest version)

Support Contact:

Should you experience any technical issues or have any questions regarding the forms themselves, please contact your CenturyLink Service Manager.

Accessing the GET Online Forms

Users can access the GET Online Forms system by opening a web browser, and going to:
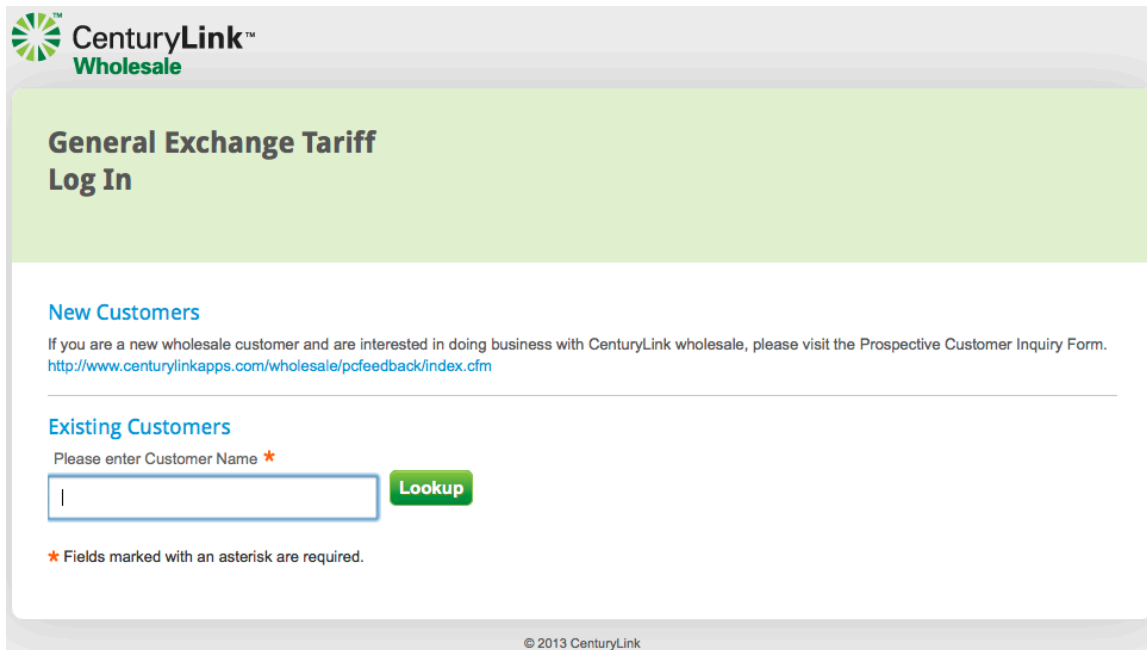https://uget.centurylinkapps.com/index.cfm

Logging In:

PLEASE NOTE: If your company has not worked with CenturyLink wholesale previously, you will need to fill out the Customer Inquiry form via
http://www.centurylinkapps.com/wholesale/pcfeedback/index.cfm prior to using the GET Online Form system.

1. Enter your customer name in the **Existing Customers** box and select **Lookup**

2. Select your customer name from the list of **Customer Name Matches**

3. If this is your first time using the GET forms system, enter your company e-mail address and select **Register.** CenturyLink will verify this new e-mail address within 48 hours and you will receive a confirmation e-mail that you can begin using the UGET forms system.

Customer Name Matches

2 Matches Found

Test Customer
SiteStar Corporation

Email address

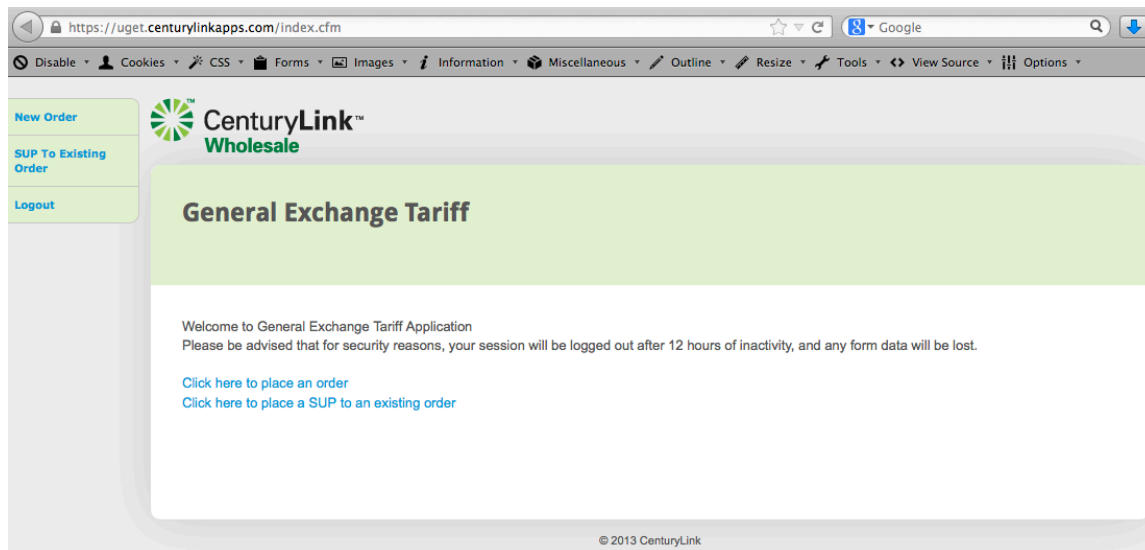Please enter your email address registred with GET. *   Click here to register with GET if you haven't registred.

test@testcustomer.com   [Verify]   OR   [Register]

4. If you have already registered your e-mail address with the selected Customer, select **Verify.** An e-mail will be sent to this address containing a link to the GET forms system, valid for 1 hour.

Creating a New Order

1. Select **New Order** from the left menu, or **Click here to place an order**.

https://uget.centurylinkapps.com/index.cfm

Disable ▾ Cookies ▾ CSS ▾ Forms ▾ Images ▾ Information ▾ Miscellaneous ▾ Outline ▾ Resize ▾ Tools ▾ View Source ▾ Options ▾

New Order

SUP To Existing Order

Logout

CenturyLink Wholesale

General Exchange Tariff

Welcome to General Exchange Tariff Application
Please be advised that for security reasons, your session will be logged out after 12 hours of inactivity, and any form data will be lost.

Click here to place an order
Click here to place a SUP to an existing order

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Wholesale

2. Select the **Product Type** you would like to order from the dropdown list.

General Exchange Tariff
New Order Form: Please select a Product

★ Fields marked with an asterisk are required.

Product: | --SELECT-- | ★

--SELECT--

Business Lines, Long Distance and Broadband

Directory Listing Request

DSS

Ethernet Port Over SONET (EPOS)

Frame Relay

GEOMAX, Optical Wavelength Service

HDTV-Net

ISDN BRI (SLS)

Number Portability

OCn Broadband for SST, SHNS

PRI

Private Line (Analog)

Private Line (Digital)

Record Change

Residence Lines, Long Distance and Broadband

Submit & Continue

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3. Select **the Service Type** from the dropdown list.

General Exchange Tariff
New Order Form: Please select a Service Option for Business Lines, Long Distance and Broadband Product

★ Fields marked with an asterisk are required.

Service Option: [--SELECT-- ▲▼] ★

| --SELECT-- |
| New Install with Broadband |
| New Install without Broadband |
| Number Change |
| Add New Line and/or Broadband |
| Add New Line without Broadband |
| Add or Change Features |
| PIC/LPIC Change |
| Move Order – T&F |
| Suspend/Deny/Restore Service |
| Complete Disconnect |
| Partial Disconnect |
| Other with Broadband |
| Other without Broadband |

Submit & Continue

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4. Fill out the required fields in the form, as well as any optional forms pertinent to your request. Once complete, select **Submit and Continue**.

General Exchange Tariff
Business Lines, Long Distance and Broadband: New Install with Broadband

★ Fields marked with an asterisk are required.

Order Request Information

PON ★

Requested Due Date ★

Add to Existing Summary Bill? ★

○ Yes   ● No

Summary Bill Number

Account Telephone Number

Circuit ID/SPID

Make a change to a pending order? ★

○ Yes   ● No

Cancel a pending order? ★

○ Yes   ● No

If entering multiple related orders, please provide a comma-separated list of all the related PONs (including this order's PON).

Note: This list should be identical on each related form. (Ex: PON000001, PON000002, PON000003)

Order Initiator Information

Company Name
Test Customer

Customer Name (if different from initiator company name)

5. Once submitted, you will receive an e-mail confirmation with a copy of your order attached in PDF format.

That's it! A Centurylink team member will work to fill your request and will contact you if they have any questions. You will receive additional e-mail correspondence from them as necessary.

Submitting a SUP

You will receive an Acknowledgment e-mail when your order has been accepted for processing. This e-mail will contain a Master Key Number.

From: **dulisp2@CenturyLink.com**   Hide
Subject: Acknowledgement of receipt I PON: PON12345
Date: May 15, 2013 9:42:24 PM EDT
To: Brett Keenan

Co-Provider Email:	brett.keenan@centurylink.com
Co-Provider Contact:	Brett Keenan
Co-Provider Company:	Test Customer
PON:	PON12345
BTN:	404-374-0690
Request Number:	607
Master Key Number:	E6D251D1B7FB11E2B64A0050568BEFD9

CenturyLink has received and is processing your request. You will receive a firm order confirmation when the order has been issued and a due date assigned. The Master Key number provided above should be used if you need to SUP or Cancel your request.

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

Should you need to submit a SUP, login to the forms site, select **SUP To Existing Order**, and paste in the Master Key. Select the sections from your form that you would like to SUP and select **Proceed**. Once you submit the SUP, a CenturyLink team member will review it and you will receive notification that the SUP has been either Accepted or Rejected.

Please enter Order's Master Key
★ Fields marked with an asterisk are required.

Master Key ★

[E6D251D1B7FB11E2B64A0050568BEFD9]   **Proceed**

Select Section(s) You Want to Include in SUP
Section ★
☑ Orders
☐ Billing
☐ Remarks

Proceed