<https://www.centurylink.com/wholesale/clecs/features/customringing.html>

**Custom Ringing Service - V15.0**

NOTE: Custom Ringing Plus is grandfathered effective December 18, 2010 in Colorado and Wyoming. This feature is not available as a new service. Contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information.

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150319/HL_Custom_Ringing_V15.doc)

**Product Description**

Custom Ringing Service provides end-users with up to three additional telephone numbers on one line, in one location, without installing any additional lines. Each number has a unique ringing pattern, allowing end-users to determine in advance of answering a call which telephone number was dialed.

The ring pattern is identified by the second suffix in the Feature Code (USOC). A, B and C are used for the 1st, 2nd and 3rd numbers respectively. A specific pattern may be given if requested.

Refer to the Ring Pattern Table below for a description of each type of ring.

The main line ring does not change. Anyone calling a Custom Ringing Service number will hear a normal ringing pattern.

If the Custom Ringing Service end-user has Call Waiting on their primary number, a unique Call Waiting tone is also provided on the Custom Ringing Service number.

Custom Ringing telephone numbers may be listed in the telephone directory, Additional Listings rules and charges apply.

**Availability**

Custom Ringing Service is available in selected 5ESS®, DMS™-10, DMS-100 (including remotes) central office switch types and one party service.

The Custom Ringing Service telephone number must be assigned out of the same central office switch or control group as the main line.

Some central offices have more than one switch or control group. In these instances it is imperative that the Custom Ringing Service number be assigned from the same central office switch or control group as the main line.

Custom Ringing Service is available with the following services in selected 5ESS and DMS-100 switch types only:

* Centrex 21
* Centrex Plus
* Centrex Prime®
* Centron®

Custom Ringing Service is not available with:

* Party Line Service
* Combination Service (one line working at two or more locations)

Custom Ringing Service is not available in ID-North.

Only one Custom Ringing Service number is offered in a DMS-10 central office switch types. The ringing pattern available in each switch is as follows:

* A DMS-10 central office switch type can only provide ringing pattern A.

In the DMS-100 switch type where there is a NPA (area code) overlay, the NPA of the Custom Ringing Service number must match the NPA of the main number it is assigned to. If the NPAs do not match, the Custom Ringing Service cannot be provisioned.

When selling Custom Ringing Service with other products which have a distinctive ring such as IntraCall® and Continuous Redial, the ring patterns may conflict, resulting in fewer options for the end-user.

DMS-10 central office switch type:

* End-users can purchase only one Custom Ringing Service number per line. In addition, only Pattern A is available.
* Custom Ringing Service cannot be suspended separately from the main line.

Additional information can be found in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

**Compatibility & Restrictions**

|  |  |
| --- | --- |
| **Feature/Service** | **Rules/Restrictions** |
| Billed Number Screening | Billed Number Screening may be installed on Custom Ringing Service numbers. For each Custom Ringing Service number screened show the FID /TBE after the appropriate Custom Ringing Service USOC. |
| Call Forwarding Busy Line/Don't Answer | The Custom Ringing service is interactive with Call Forwarding Busy Line/Don't Answer subject to the following conditions:   * When Call Forwarding Busy Line/Don't Answer features are installed on the primary number, busy line and/or don't answer calls to the Custom Ringing numbers will also be forwarded.   End-users cannot use Call Forwarding Busy Line/Don't Answer features to forward a busy and/or don't answer condition from their primary telephone number to their Custom Ringing Service number.  Although the Custom Ringing Service number is forwarded with the primary telephone number, the ringing pattern does not carry forward. |
| Call Forwarding Variable | Call Forwarding Variable may not be installed on a Custom Ringing Service number. However, when a Call Forwarding Variable is installed on a primary telephone number, incoming calls to both the primary telephone number and the Custom Ringing Service number(s) will be forwarded whenever Call Forwarding Variable has been activated, subject to the following conditions:   * Incoming calls to the primary telephone number will receive a short ring reminder indicating that calls to the primary telephone number are being forwarded. * Incoming calls to the Custom Ringing Service number will not receive a short ring reminder indicating that calls to the Custom Ringing Service numbers are being forwarded. * Although the Custom Ringing Service number is forwarded with the primary telephone number, the ringing pattern does not carry forward.   If a Call Forwarding Variable end-user only wants incoming calls to the primary telephone number to be forwarded, show the FID/MCFI after the Call Forwarding Variable USOC. |
| Call Transfer | Custom Ringing Service is not compatible with a primary telephone number that is also equipped with Call Transfer except in 5ESS/5RSM (remote of 5ESS switch) or DMS-100 central offices. |
| Call Waiting | Call Waiting may not be installed on a Custom Ringing Service number. However, if Call Waiting is installed on the primary telephone number, a unique Call Waiting tone will also be heard when the Custom Ringing Service number is dialed.  If Call Waiting Deactivation has been activated on the primary telephone number, the Call Waiting tones are also deactivated on the Custom Ringing numbers. |
| Caller ID with Privacy +™ | Custom Ringing Service and Caller ID with Privacy + are not compatible in a DMS-100 central office. Caller ID with Privacy + is available with Custom Ringing Service in a 5ESS central office. Calls to a Custom Ringing Service number associated with an end-user's main telephone number will receive Caller ID with Privacy + treatment. The normal ring pattern for Custom Ringing Service will apply instead of the Privacy + distinctive ring (short, short) for both the main telephone number and Custom Ringing Service number. The way to tell if the call is Privacy + or Custom Ringing Service, is by looking at the Caller ID display. The display for an audible identification by Privacy + will be "Privacy +". |
| CustomChoice® | Custom Ringing Service is not available with CustomChoice except in a 5ESS/5RSM (5ESS remote) or DMS-100 central office, since CustomChoice automatically comes provisioned with CCMS/Centron 1™. |
| CustomNet™ | CustomNet and Custom Ringing Service are not compatible in a DMS-10 or DMS-100 office. |
| Dial Lock® | Dial Lock can be provisioned on a main line number that also has a Custom Ringing number working on it. Dial Lock cannot be provisioned on the Custom Ringing number only. It must be provisioned on the main line the Custom Ringing number is assigned to and both numbers will work with Dial Lock. |
| Foreign Central Office (FCO)/Foreign Exchange (FX) | Custom Ringing may work with some Foreign Central Office/Foreign Exchange Lines. However, because of the way FCO/FX lines are provisioned between two different Central Offices, the custom ringing pattern may not carry forward to the terminating location. |
| Hunting | Multi-line Hunting:  Custom Ringing Service cannot be installed on any line in a Multi-line Hunting arrangement.  Series Hunting:  Custom Ringing Service and Series Hunting may be compatible under the following conditions:  5ESS central office switch types   * Custom Ringing Service may be installed on any line of the Series Hunt group. If a caller dials the Custom Ringing Service number and the Primary Number to which it is assigned is busy, the caller will be forwarded to the next line in the hunt group. The Custom Ringing Service pattern will also be forwarded.   DMS-10 and DMS-100 central office switch types   * Custom Ringing Service is not compatible with any line that is part of a Series Hunting arrangement in either of these switch types. |
| Intracall | Custom Ringing Service and Intracall may be installed on the same primary number. However, since Intracall uses ring pattern A, the Custom Ringing numbers are limited to ring patterns B and C. |
| Trunks | Custom Ringing Service is only available on Non-Designed Trunks (e.g., no circuitry, non-Direct Inward Dialing (DID®)). |

**Pricing**

**Rate Structure**

Custom Ringing Service may have a recurring and a nonrecurring charge based on state specific Tariffs/Catalogs/Price Lists.

**Rates**

Retail rates for this feature can be found in the state specific [Tariffs/Catalogs/Price Lists](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

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

**Ordering**

**Ordering Rules**

Additional information on ordering can be found in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Each line on an account may only have one instance of each type of Custom Ringing; for example, one RGG1+ and one RGG2+ and one RGG3+. Multiple occurrences of each USOC on a single line are prohibited.

**Feature Activity Types (Action Codes)**

The valid Feature Activity Types are:

* C = Change (old values)
* T = Change (new values)
* D = Disconnect
* N = Add
* V = Conversion as specified

NOTE: For LSR Conversion Activity (ACT V or Z), for Resale POTS, CenturyLink Local Services Platform™ (CLSP™) Business and Residential, and UNE-P POTS you may use Feature Activity N or V to define the end state of the account after conversion.

NOTE: When changing from one Ringing Pattern to another, use C and T Feature Activity Types; e.g.,

C RGG1A /TN NPA-nnn-nnnn

T RGG1C /TN NPA-nnn-nnnn

NOTE: For LSR Change activity (ACT-C) for Resale POTS, CLSP Business and Residential, and UNE-P POTS only, when the USOC does not change, but the Feature Detail is changing, the Feature Activity C = Change (old values) is not required. You may opt to only provide Feature Activity T = Change (new values).

**Feature Codes (USOCs)**

Custom Ringing is identified using the USOC RGG++.

Custom Ringing Service feature is ordered by using the following USOCs:

* RGG1+ (+= A, B or C) is used for the 1st additional line
* RGG2+ (+= A, B or C) is used for the 2nd additional line
* RGG3+ (+= A, B or C) is used for the 3rd additional line

NOTE: The last character (A, B, C) indicates the Ringing Pattern.

Ring Pattern Table

|  |  |  |
| --- | --- | --- |
| **Ring Pattern For** | **# Of Rings** | **Description Of Ring** |
| A = 1st Number | 2 | Short, Short |
| B = 2nd Number | 3 | Short, Short, Long |
| C = 3rd Number | 3 | Short, Long, Short |

With Custom Ringing Service, an RGG1+ is always required. If the end-user later removes the 1st or 2nd number, a new RGG1+ entry must replace the item(s) removed; e.g.,

* D RGG1A /TN NPA-345-1234
* C RGG2B /TN NPA-345-5678
* T RGG1B /TN NPA-345-5678

**Feature Detail (FID and Data Requirements)**

Include the FID TN (Telephone Number) following the Custom Ringing Service USOC as seen in the examples below. This will be a TN placeholder or a TN you reserved in ~~IMA~~ EASE pre-order, and will work as the TN dialed for the Custom Ringing service. You will see the PN (Primary Number) FID on your service order and Customer Service Record, but you are not required to provide this FID on your request. PN indicates on which line the Custom Ringing Service is a feature. The PN will be derived from the TNS field on your Port Services (PS) or Resale Services (RS) form.

**Adding Custom Ringing Service on Single Line or Multi-Line**

This feature is ordered by including:

* Feature Activity Type N and USOC RGG (1,2,3) (A,B,C)
* Feature Detail requires FID TN following the Custom Ringing Service USOC; e.g., N RGG1A /TN NPA-nnn-nnnn.

Example of adding Ringing Pattern A and B on Account NPA 555-1111:

* N RGG1A /TN NPA-345-1234
* N RGG2B /TN NPA-345-5678

**Removing Custom Ringing Service on Single Line or Multi-Line**

This feature is removed by including:

* Feature Activity Type D and USOC RGG (1,2,3) (A,B,C)
* Feature Detail requires the FID TN following the Custom Ringing Service USOC; e.g., D RGG1A /TN NPA-nnn-nnnn.

**Last Update:** ~~March 19, 2015~~ October 11, 2023

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