<https://www.centurylink.com/wholesale/pcat/hsiresale.html>

**CenturyLink™ Wholesale Broadband Service Agreement (WBSA)**



**Product Description**

This CenturyLink™ High Speed Internet for Resale ("HSIR") is the contractual name for wholesale, commercial, high speed internet services purchased for resale to end user customers.

Whether called broadband, high-speed internet, or Digital Subscriber Line (DSL), this service provides end users with fast and reliable internet connectivity and continuous dedicated access.

With HSIR, customers will now have access to CenturyLink's latest deployment of Ethernet-based ADSL2+ and VDSL 2 transport technologies. The customer will experience the quality of Ethernet based transport with CentruyLink Internet access services, providing faster data transmission) over a single flat untwisted or twisted pair of copper wires.

HSIR is not available with voice services.

It is available only as a data only, no-voice ('standalone') basis. Connection speeds from up to 1.5Mpbs and to up to 40Mbps downstream to those qualified residential and business End User Customers as determined by CenturyLink's standard qualification process,

HSIR is billed to you at compelling month-to-month wholesale rates. With significant discounts you're sure to agree that HSIR offers compelling margin opportunities while helping to complete your end-user service offerings!

Highlights of HSIR Enhancements;

* Access to include many Ethernet-based services
* Where available, downstream speeds of up to 40Mbps and upstream speeds of up to 5Mbps
* CenturyLink certified modems with connectivity to CenturyLink internet access (no email)
* CenturyLink certified technical installations

For information regarding product availability in the former Embarq and CenturyTel markets, please contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

HSIR is only available as a standalone offering and is not sold in conjunction with other CenturyLink services.

Standalone service is strictly a data line and does not include analog voice transmission capabilities or 911 services.

**Available HSIR Products**

Please [view available CenturyLink Internet services](https://www.lumen.com/wholesale/site/networking/internet.html). Contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) for assistance with latest available services.

Downstream speeds refer to data rates from the network to the end-user. Upstream speeds refer to data rates from the end-user to the network. Service speeds are "up to" and CenturyLink will provision your line at the maximum speed it qualifies for within the speed range of the service you selected. Actual speed varies depending on various factors. CenturyLink may limit speeds.

**Availability**

HSIR Services are available where facilities exist throughout [CenturyLink QC](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html) on loops that meet specific conditions, e.g., distance from the CO, as determined by the "loop qualification" process.

CenturyLink broadband may not be available in all areas or at the rates or speeds generally marketed. Availability of service depends on availability and limits of CenturyLink wire centers and facilities. Service will not be provided using unsuitable facilities or if provision of service creates interference with other services. Service is offered only to location(s) qualified by CenturyLink line qualification procedures. Some lines may not qualify for the service even if initial tests qualified such lines. Speed and availability of service are not guaranteed and may be limited by a variety of factors including but not limited to the physical condition of the line and wiring at the location, of service, phone line qualifications, computer performance/configuration, and network/Internet congestion. Service is provided on a per-line basis, and the actual throughput and connection speed of your service depends on a number of factors such as Internet traffic and congestion or bandwidth, distance of the premises from a CenturyLink central office, viruses or spy ware, server speed of the Web sites to which the end user connects, traffic and congestion on the premises network or corporate LAN, and Windows PC settings, in addition to the factors listed above. Uninterrupted or error-free service is not guaranteed.

If an end user with broadband service moves to another location (including a move within the same building) broadband service is not guaranteed at the new location. The new/moved line must be re-qualified for Service and nonrecurring charges (NRCs) applicable to new Service will apply.

CenturyLink Retail High Speed Internet/Broadband Service Promotions are not available.

**Broadband Technology Availability Restrictions**

Availability may be determined by both capacity and/or the technology deployed in the area of the broadband request. When you request conversion to wholesale of any existing account that includes these or any other unavailable broadband services, you may request retention of broadband functionality by changing that unavailable service to one of the available products listed in this PCAT (provided that the impacted end-user premises loop qualifies for service).

**Modems:**

Modems are required for purchase from CenturyLink.

During the Technician installation, truck stock will be used and no shipping or delivery charges will incur. If a replacement modem is ordered and shipped to your customer, shipping and delivery charges will apply

No bulk purchase option for modems is available through CenturyLink.

When the modem is purchased on your CenturyLink order, CenturyLink will determine which modem is compatible with the transport technology. CenturyLink reserves the right to change available modem manufacturers and/or select the modem models. See [CenturyLink Modems](http://internethelp.centurylink.com/internethelp/modems.html).

The requirement to purchase a modem from CenturyLink will assure the customer of receiving the proper modem for the technology and speed at the customer location. Additionally, any firmware or other software updates will easily push to the end user modem.

When converting from a Retail to Wholesale service and the end user has a CenturyLink lease modem, the end user must go to [request a return shipping label](https://www.centurylink.com/home/help/internet/modems-and-routers/how-to-pack-and-return-the-modem.html) to request a return shipping label. If the end user has an email address on file, they will also receive a notice from CenturyLink with this process specified.

**Internet Access:**

In all instances, CenturyLink will be the Internet Service Provider (ISP) and does not include email or premium ISP features.

**Installation**

Tech Installation - the CenturyLink technician connects a single or multiple (Residence up to 5, Business up to 8) wired and wireless computers to a CenturyLink modem/gateway to the HSI service.

With the Tech Installation, the customer is assured of receiving the proper modem for the technology and speed provisioned at the customer location. Additionally, any firmware updates will "push" to the customer without difficulty.

**Terms and Conditions**

HSIR services are provided under terms and conditions and rates of a Commercial Agreement.

You may order new service subject to loop qualification and availability or convert existing CenturyLink retail end users to the HSIR offering, managed by CenturyLink.

It is your responsibility to provide your end-users with CPE, marketing materials, and Tier 1 Technical Support. Tier 1 Technical support and any other peripherals will remain your sole responsibility. CPE must meet current minimum [System Requirements](https://internethelp.centurylink.com/internethelp/modems.html) and the end user must be equipped with a currently qualified [Modem purchased from CenturyLink](http://internethelp.centurylink.com/internethelp/modems.html).

A CenturyLink modem is required as part of this agreement along with CenturyLink always acting as the ISP.

**Service Conditions**

You and your end-users are subject to the CenturyLink™ Broadband Subscriber Agreement, [Acceptable Use Policy (AUP)](https://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/), and Excessive Use Policy (EUP) which include certain service restrictions and requirements including but not limited to:

* A prohibition on sending "Spam" and other excessive usage information
* Liability
* Information on service termination/suspension
* Potential damage
* Information gathering and monitoring

CenturyLink may disclose information in accordance with our [Privacy Policy](https://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/) and the Subscriber Agreement to a governmental agency when permitted to do so by law, or if necessary to establish rights or obligations under this Agreement.

You assume total responsibility for use of this Service. CenturyLink exercises no control over and disclaims any responsibility for the content created or accessible using the Service and for actions taken on the Internet. CenturyLink recommends that the service not be used in high risk activities where an error could cause damage or injury.

**CenturyLink High Speed Internet Service Management Tools**

CenturyLink utilizes various walled gardens to help manage security and usage abuse on its network. The offender will receive notice of the enforcement and instructions to resume normal operation. Repeated abuse may result in disconnection of the high-speed portion of the end user’s service. For additional supporting documentation on the walled garden and enforcement, see [Wholesale Walled Garden Support Documentation](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2017/170201/Wholesale_Walled_Garden_Support_Documentation___02_2014.doc).

**Pricing**

**Rate Structure**

MRCs and NRCs for broadband service are published in the HSIR agreement. Additional charges may apply for conversion activity and/or Operational Support Systems (OSS) cost recovery charges.

**Applications**

Broadband service has become a nearly obligatory offering in all carriers' end user portfolios. High-speed connectivity needs of today's residential and business end-users include Internet access, SDWAN and OTT video, Telecommuting, Desktop video conferencing and more.

**Implementation**

To resell HSIR, you need to execute the CENTURYLINK™ HIGH SPEED INTERNET FOR RESALE SERVICE AGREEMENT. Contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

**Loop Qualification**

You must perform Loop Qualification by service address or Working Telephone Number (WTN) before ordering new or upgrading existing broadband service to determine if, and at what speeds, broadband is available on that existing WTN or at the end user's location.

Loop qualification will qualify addresses and WTNs for CenturyLink broadband and will return the highest speed available. The loop qualification response will be either ATM (ADSL) and Ethernet will reflect ADSL2+ or VDSL2, based upon your query selection, and is available by:

* Using the EASE process detailed below
* Submitting a request for Bulk Loop Qualification (20 or more TNs or addresses), as described below
* Call the CSIE at 866-434-2555.

For Standalone service, you must perform a Loop Qualification by address and the response must be 1.5 Mbps or greater. When submitting a Local Service Request (LSR), the TNS field must be populated with either a reserve TN or a placeholder TN. CenturyLink will provide a data TN upon Firm Order Confirmation (FOC). When the Loop Qualification response is ‘Out of Capacity’, do not submit a request for new standalone broadband service.

**Loop Qualification using EASE**

To qualify by WTN, the account must be posted to CenturyLink billing system.

**Bulk Loop Qualification Process**

To request Loop Qualification on more than 20 addresses, create and submit a spreadsheet with your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

Please note that each spreadsheet may contain up to 1999 addresses. If you have more than 1999 addresses submit an additional spreadsheet, one sheet per email.

**Other Pre-Ordering Information**

Information regarding ADSL and VDSL Loop Qualification and Qualification Characteristics may be found in Appendix E of the [Loop Qualification and Raw Loop Data CLEC Job Aid](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/lqrld_clecjobaid.pdf).

**Speed Upgrade**

On rare occasions, your existing customer may qualify for a higher speed at its service address than the WTN assigned at the service address may qualify for. If you have verified that the address qualifies for a higher speed through the address qualification tool and the speed is listed in your HSIR contact agreement, you may submit a speed change request using EASE by adding a remark indicating that the address qualifies for a higher speed (EASE users will need to mark the request for Manual Handling along with a remark to include the speed USOC. e.g., Speed upgrade as address qualifies for higher speed. Requesting new broadband USOC EHXAX). CenturyLink will validate whether the address qualifies for a higher speed based on the available facilities and will either accept or reject the request. If CenturyLink accepts the LSR, CenturyLink will attempt to provision broadband at the higher speed. If CenturyLink accepts the LSR but determines that it is not able to provision the higher speed, CenturyLink will follow existing Jeopardy procedures.

**Tech Install Appointment**

When the CenturyLink Tech Install is selected, the customer should reserve an appointment in EASE Pre-Order Schedule Appointment. Under the Schedule Appointment option, enter one or more of the following USOCs in the field 'Enter Other Work Required USOC'. Entering one or a combination of these USOCs will reserve an appointment with a broadband technician and defines the amount of time required to complete the order.

Dispatch is required on all new connect orders. Any of the USOCs listed below may be used when reserving a Tech Install appointment as that will ensure a broadband tech is dispatched.

|  |  |
| --- | --- |
| **Description** | **USOCs** |
| New connect standalone broadband class of service USOCs | * GFR (Residential) GFB (Business)
 |
| Technician dispatch to remote terminal – technology change (e.g., GRL++ to EHX++) | * VT6RT (RT cross connect)
 |

Additional codes to be added when also selecting Tech Installs with the order:
1CRMC, 1CRM9, 1CRA1, 1CRA2, 1CRA3.

|  |  |
| --- | --- |
| **Description** | **USOCs** |
| Tech Installation - 1-2 PCsResidential(AKA Standard Tech InstallTechnician Standard InstallationFull Install) | * 1CRMC+ 1CRA1 (ATM / ADSL2+ Technology)
* 1CRM9 + 1CRA1 (VDSL2 Technology)
 |
| Tech Installation with additional computers – 3-5 PCsResidential(AKA Professional Networking InstallationTechnician Standard Installation) | * 1CRMC + 1CRA1 + 1CRA2 (ATM / ADSL2+ Technology)
* 1CRM9 + 1CRA1 + 1CRA2 (VDSL2 Technology)

 Note: To install more than 3 computers, add additional 1CRA2 USOCs for each additional computer.For example, if you would like the tech to install 5 computers, then add:1CRM9 + 1CRA3 + 1CRA2 + 1CRA2 + 1CRA2 |
| Tech Installation – 1-2 PCsBusiness(AKA Standard Tech InstallTechnician Standard InstallationFull Install) | * 1CRMC + 1CRA3 (ATM / ADSL2+ Technology)
* 1CRM9 + 1CRA3 (VDSL2 Technology)
 |
| Tech Installation with additional computers – 3-8 PCsBusiness(AKA Professional Networking InstallationTechnician Standard Installation) | * 1CRMC + 1CRA3+ 1CRA2 (ATM / ADSL2+ Technology)
* 1CRM9 + 1CRA3 + 1CRA2 (VDSL2 Technology)

 Note: To install more than 3 computers, add additional 1CRA2 USOCs for each additional computer.For example, if you would like the tech to install 5 computers, then add:1CRM9 + 1CRA3 + 1CRA2 + 1CRA2 + 1CRA2 |

**Ordering**

General ordering activities are described in the [Ordering Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ordering.html).

Service interval guidelines are found in the [Service Interval Guide (SIG)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html).

Orders should be placed using the [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/), the  [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/).

Follow the field entry requirements described in the [LSOG](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/lsog.html).

Information regarding directory listings is available in the [White Pages Directory Listings PCAT](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/whitepagedirlist.html). for a Standalone Broadband Service, a directory listing is required but the listing will not be sent to the CenturyLink Listings database.

USOCs and FIDs are described in the [Universal Service Order Codes (USOCs) and Field Identifiers (FIDs) Overview](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/usocfid.html).

The appropriate broadband USOCs must be indicated in the FEATURE section of the RS form. If the loop qualification response indicates a specific technology is available at the requested speed, the customer may choose that technology by using the following entries;

|  |  |
| --- | --- |
| **Feature** | **Feature Detail** |
| EHX++ | /NTI ADSL2+ or/NTI VDSL2 |

This entry may also be required to retain the same technology on a speed change request.

When ordering Standalone service, use USOC GFB for Business end users and USOC GFR for Residential end users as that identifies the account line USOC. Populate the TNS field on the RS form with either a reserve TN or a placeholder TN and when the service request is processed CenturyLink will assign a data TN.

Changing technology types:

When a change to the service dictates a change in the technology as result of ordering GRLXX to EHXXX or when ordering EHXXX to GRLXX a field visit is required and the additional information should be added to the LSR.

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | C |
| LNA | C |
| FA | D |
| FEATURE | GRLXX |
| FA | N |
| FEATURE | EHXXX |
| FA | N |
| FEATURE | VT6RT |

When entering the VT6RT USOC, you will also be required to reserve an appointment so CenturyLink can schedule and dispatch a technician to complete the field work.

Also see section above on selecting technology types (/NTI ADSL2+ or /NTI VDSL2)

**DSL Tech Install**

When ordering a DSL Tech Install, add the following information to the LSR:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| FA | N |
| FeatureOne selection is required | 1CRMC (ATM or ADSL2+)or 1CRM9 (VDSL2) |
| FeatureOne selection is required | 1CRA1 (Residential) or 1CRA3 (Business) |
| Appt Con | Valid Broadband appointment confirmation |

The DSL Tech Install requires a specific technician skill set that may be reserved in Appointment Scheduler. See instructions in the Pre-Order section above. If the end user experiences installation issues and CenturyLink repair determines the problem resides beyond the customer demarc, you will be billed a trouble isolation charge. The DSL Tech Install USOCs are identified as 1CRMC for ADSL/ADSL2+ and 1CRM9 for VDSL2 along with either the 1CRA1 (Residential) or 1CRA3 (Business) USOC.

**Modems:**

The customer must purchase a modem from CenturyLink who will determine the technology and model for fulfillment. See [CenturyLink Modems](https://internethelp.centurylink.com/internethelp/modems.html).

EASE will require shipping information if the modem USOC DXLY6 is entered on the LSR. The shipping address must be a USPS standard address. Note: EASE requires shipping information even though a tech will provide the modem.

**Static IP (Business Orders Only)**

New HSIR service is initially set up with dynamic IPs. If the customer wants to order Static IPs, here are the steps:

Note: Static IP addresses are provisioned differently depending on the underlying network configuration. Please see the review the information found in this link to explain the provisioning process, [Provision Process document](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/createstaticip.doc).

Note: New Static IPs are NOT ordered in.

If Static IP USOCs exist on an account and you would like to retain the Static IPs on a conversion, then you would request to convert those USOCs on their LSR. Here is a list of USOCs:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **USOC** | S1P1X\* | S1P5X | S1P6X | S1P7X | S1P8X |
| **Assignable IP addresses** | 1 | 5 | 13 | 29 | 61 |

**Deny/Restore**

When Temporary Disconnection for Non-Payment is requested, your end-user’s CenturyLink broadband service will be interrupted and will not allow any Internet activity. An NRC will be applied when service is restored. MRCs will remain unchanged and payable to CenturyLink during denial of service. Additional information on Temporary Disconnection for Non-Payment is available in [Temporary Disconnection for Non-Payment/Restore PCAT](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/tdnpr.html).

Requests denying or restoring broadband service cannot be combined with any other types of order activity. To request temporary disconnection or restoral of the Standalone Broadband service, submit to CenturyLink an LSR indicating the following:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | C |
| LNA | C |
| FA | N for Deny or D for Restoral |
| FEATURE | SCG4X |

Once CenturyLink has received an LSR and has issued the order to deny broadband service, downstream systems will process the order on the order submission date. You may not simply submit a SUP to cancel or change the denial order. SUPs are not recognized and will not be processed by downstream systems and the broadband service will continue to be denied. To cancel or change a pending order for service denial with a future due date (this process does not apply for cancellation of orders due on same day), you must: 1) Cancel the LSR; 2) Contact the CSIE to request broadband service restoral; and 3) Submit a new LSR, if necessary.

Once a broadband only Deny request has been submitted the order must complete prior to submission of the request for restoral. Restoral of service may take up to 24 hours.

**Provisioning and Installation**

General provisioning and installation information is identified in the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

When you submit an LSR to order new broadband service installation (N & T), the broadband installation interval or first available appointment will apply. For service intervals refer to the [Service Interval Guide (SIG)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html).

In the event that CenturyLink determines the request cannot be provisioned after a FOC has been issued, CenturyLink will send you a jeopardy notice. The jeopardy notification will provide you with information on how to proceed. The jeopardy process is described in the [Provisioning and Installation Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/provisioning.html).

Upon receipt of an accurate and complete LSR including authorization of a line move or UDC removal or grooming, you will receive a Firm Order Confirmation (FOC) based on the standard interval found in the SIG. If at any time after you receive the FOC, and prior to the scheduled due date, CenturyLink determines that a line move or UDC removal is required, CenturyLink will apply the line move or UDC removal interval and will re-FOC your LSR reflecting the new scheduled due date. The interval will begin on the date CenturyLink determines that a line move or UDC removal is necessary and a SUP is not required.

If at any time after you receive the FOC, and prior to the scheduled due date, CenturyLink determines that a line move or UDC removal or grooming cannot be accomplished to Loop Qualify, you will receive a jeopardy notification via EASE. The jeopardy notification will provide you with information on how to proceed.

Loop facilities must be available when ordering broadband service.

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/maintenance.html).

Charges apply for certain maintenance, trouble isolation, and support services and if a technician is dispatched. Charges may be per technician, may vary depending on when services are performed (e.g., time of day and weekday, holiday or weekend), and may include a minimum charge regardless of the actual number of hours worked. CenturyLink will notify you of any applicable charges in advance of you incurring such charges. If you report trouble, you must pay maintenance of service charge if the trouble is not found in CenturyLink facilities or CenturyLink equipment or is found in customer equipment/systems or Equipment. A dispatch charge also applies if: (A) Customer requests a service date change but fails to notify CenturyLink before the service date and CenturyLink technician is dispatched on the service date (will have to pay dispatch charge and CenturyLink will change the service date) or (B) CenturyLink technician dispatched for maintenance of service and no trouble is found in CenturyLink facilities (applies each time this happens).

Additional information on repair intervals can be found in the [Service Interval Guide (SIG.)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html).

**Service Interference**

Certain CenturyLink network upgrades or changes, including deployment of remote-based DSL, fiber facilities and IP broadband, may impact end user’s existing ATM-based HSIR service functionality.

Service interference occurs only when certain network conditions occur, including at some Central Office or Remote Terminal ("CO/RT") fiber over ATM overlay sites where there is a power disparity between the distant CO streams and the RT data streams in shared binder groups. RT DSL can degrade CO DSL if in the same binder group. "Overlay sites" are those locations where IP broadband is deployed at a Remote Terminal (RT) (called ‘Fiber-to-the-Node’ (FTTN)) and where the serving Central Office also has existing ATM-based DSL.

Upon receipt of a repair ticket for broadband interference, CenturyLink will endeavor to correct the service interference by up to and including moving the existing DSL connection to a new binder group at the CO/RT.

In some cases, CenturyLink may determine that the existing DSL network configuration providing the broadband service to the end user location is no longer compatible with the new network configuration. In this instance, CenturyLink will advise you to submit an LSR to request an upgrade to Ethernet-based service. In the event a network change modifies a retail service and results in an impact to a wholesale service, customer will be modified regarding its available options.

**Speed Downgrades**

In the event you and the Technical Support Center determine that broadband speed needs to be permanently lowered in order for the service to work properly, you may be requested to replace your current USOC with one of the next lower speed. See the Available HSIR USOC reference.

Please follow the steps below to update your existing USOC:

* An LSR will be required to change the speed of the service. Use a Feature Activity (FA) of "D" for the old USOC and an FA of "N" for the new USOC.
* Mark the LSR for Manual Handling and add a REMARK stating "Due to a repair issue, we need to lower broadband speed". Please include the Technical Support Center repair ticket number in the remark.

The service order for this type of repair issue will have the same Business day due date and the speed change charge will be waived.

NOTE: If EASE will not accept the USOC to change the speed, enter the USOC in the Remarks section of the LSR.

**Billing**

On a monthly basis, CenturyLink will provide you with billing that will provide summary account and end-user sub-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).

~~Detailed information regarding the Customer Records and Information System (CRIS) Summary Bill, Inquiry and Disputes is described~~ ~~in~~.~~Billing Information – Customer Records and Information System (CRIS)~~.

MRCs and NRCs billed in advance and usage and governmental charges, unless you are tax exempt, are billed in arrears. You will pay all billed charges by the due date set forth in your billing statement, as well as any Late Charge. You will be charged for each additional copy of your bill.

**Training**

View CenturyLink courses in the ~~Course~~[Training Catalog](http://lxdenvmap422.qintra.com:50000/wholesale/training/coursecatalog.html).

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