<https://www.centurylink.com/wholesale/pcat/commercial-wlv-public-access-lines-PAL.html>

**Commercial Wholesale Local Voice (WLV) - Public Access Lines (PAL) - V1.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/201002/HLCommercial_Wholesale_V1.doc)

**Product Description**

Wholesale Local Voice (WLV) products provide local exchange telecommunications services to end-users on behalf of Competitive Local Exchange Carriers (CLECs) at competitive wholesale commercial rates. General information about WLV can be found in the Wholesale Local Voice (WLV) – General Information PCAT.

WLV Public Access Lines (PAL) products provide dial tone service to Payphone Service Providers (PSPs) on behalf of CLECs. PSPs establish connections of intelligent instrument-controlled hardware ("smart sets") to the WLV PAL service for public use. Offering the equivalent functionality of CenturyLink's retail service offering of two-way, incoming and outgoing Basic PAL (which includes all functions associated with the CenturyLink network such as access to operator, sent paid (1+) service, N11 and 800/888 services), WLV PALs are finished services requiring neither CLEC collocation nor other CLEC network involvement and are comprised of the following network elements:

* A 2-Wire Analog (Voice Grade) Loop
* An Analog Line Side Port, including Local Switch Usage and any optional switch features (Local Switching Network Element)
* Shared Transport

**Availability**

WLV products are available where facilities exist throughout  [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

**Terms and Conditions**

PAL is a touchtone, one-party service-only product for use with FCC registered and approved instruments only.

Smart PAL (a service used with "basic" or network-controlled payphones) and "Guestline/Coinless" Subscriber Service/Interexchange Carrier Access Line (services which provide restricted network access) are not available with WLV PAL.

The following terms and conditions apply to PAL:

* Changing to or from a PAL service may require a telephone number change
* Coin collection and/or return of coins are controlled by the PSP's pay telephones. CenturyLink is not liable for shortages of coins deposited and/or collected from pay telephones
* CenturyLink is not liable for end-user fraud associated with any failure of the PSP's pay telephone to perform correctly

CLECs and PSPs are responsible for:

* Installation, maintenance and operation of the pay telephone
* Coin collection and/or return of coin functions for Basic PAL
* Refund of coins when lost or collected in error
* Rates and charges incurred on the PAL, as toll adjustments will not be allowed on the account unless it is a CenturyLink error
* Payment of maintenance service charges when the problem is isolated to the pay telephone set

**Technical Publications**

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

**Pricing**

**Rate Structure**

Monthly Recurring Charges (MRCs) for WLV are the sum of the monthly recurring rates of the service offerings ordered by the CLEC from their WLV Commercial Rates Sheets, Interconnection Rate Sheets, and appropriate tariffs.

Non-recurring Charges (NRCs) for WLV Installation, Disconnection (in some states), Conversion, and Feature activity are provided in the WLV Commercial Rate Sheets, Interconnection Rate Sheets, and appropriate tariffs.

Rates

Depending on WLV Services ordered MRCs and NRCs are available in the:

* Rate Sheet of your Commercial Agreement.
* Rate Sheet or Exhibit A of your applicable ICA.
* Applicable Tariff for features and services.

**Tariffs, Regulations and Policy**

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price List](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Payphone Specific Digits (PSDs) or "Flex ANI codes" are used in the payphone industry as part of the dial around compensation process. PSDs are transmitted by FlexANI software and are provided as part of the WLV PAL service.

PSPs often request to test their PAL service to verify that Flex ANI codes "29", or "70" (dependent upon Pal service type) are accurately functioning. The CenturyLink™ FLEX ANI test number to be dialed from the payphone is: 1-877-663-6344.

* If CenturyLink's network identifies Flex ANI on the line, a recording will advise that the "call cannot be completed from a payphone".
* If CenturyLink's network does not identify Flex ANI on the line, a recording will advise "Your payphone is not transmitting the proper Flex ANI Info Digit". If this message is heard, the PSP should contact you and you should advise CenturyLink via the Repair process that Flex ANI is not functioning on the line.

**Dial Around:** When an end-user dials 101XXXXX, 1-800-XXXXXXX, or 10100555 (for operator assistance) to make a long distance call from a payphone, it is considered "Dial Around". If a long distance call is made using "Dial Around", the PSP is entitled to compensation from the carrier used by the end-user. You are responsible for providing a list of your WLV PAL account telephone numbers to the Dial Around Carrier Payers and their agents.

The following services are not available with WLV PAL:

* Call Management Services
* Custom Local Area Signaling Services (CLASS ) Services
* Classes of Service with Call Allowance
* Custom Calling Services
* Off Premises Extensions
* Dual Service
* Optional Long Distance Calling Plans
* Advanced Intelligent Network (AIN) services
* Commercial Broadband Services
* Voice Messaging Service (VMS)
* Pay Per Use Features

**Optional Features**

WLV PAL includes one business directory listing for each main telephone number, at no charge. Premium and privacy listings are also available with WLV. Information describing directory listing availability and ordering is described in [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

**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) and [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html), and [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.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) Pre-Order](https://www.centurylink.com/wholesale/clecs/lsog.html).

**Ordering**

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

WLV PAL may be ordered as a new combination or converted from existing CenturyLink resale or retail PAL service.

WLV PAL orders are submitted using the [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) forms are ordered similarly to Resale PAL. Order processing for WLV PAL is manual and LSOG forms must be submitted to CenturyLink via facsimile at (888) 796-9089 for all order activity except disconnect orders. Disconnect orders only can be submitted via facsimile or by using  [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/)  or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/))with the following values:

|  |  |
| --- | --- |
| **LSR Form Field** | **Valid Entry** |
| REQTYP | EB |
| TOS | 1CF or 1CM |
| ACT | D |

Requests for multiple conversions to WLV PAL can be made on the same request, provided the request is based on service currently on the same CenturyLink Customer Service Record (CSR), for the same end-user, at the same location, and for the same due date.

WLV PAL order requests for new service or Conversion As Specified requests are placed using the following forms:

* Local Service Request (LSR)
* End User (EU)
* Resale Service (RS)
* Directory Listings (DL), if applicable

Only the LSR and EU forms are used for Conversion As Is requests. Field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html). Although additional forms and fields are required, the following field entries identify the order as WLV PAL.

|  |  |
| --- | --- |
| **LSR Form Field** | **Valid Entry** |
| REQTYP | MB |
| TOS | 4L |

|  |  |  |
| --- | --- | --- |
| **States** | **Type of USOC** | **USOC** |
| ID-N, MN, MT, ND, NM, SD, WA | Flat Rate Class of Service/Line USOC | UG8 = Flat Rate |
| AZ, CO, IA, ID-S, NE, OR, UT, WY | Measured Rate Class of Service/Line USOC | UG9 = Measured Rate |

In states where the flat rate class of service USOC (UG8) is applicable, Shared Transport Originating MOU and Local Switching Originating MOU will be billed per line in accordance with rates provided in your WLV Rate Sheet.

When requesting conversion of existing retail or resale "Smart PAL" service to WLV PAL, include the following comment in the REMARKS section of the LSR form: "Convert Smart PAL service to WLV PAL Basic PAL service".

Primary Interexchange Carrier (PIC), Local Primary Interexchange Carrier (LPIC) and Telephone Number (TN) entries are required with each primary and additional line USOC. More information about selecting a long distance carrier can be found in the [Long Distance Carrier Selection Overview](https://www.centurylink.com/wholesale/preorder/ldselection.html).

**Provisioning and Installation**

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

Some products or features require the addition of a Line Class Code (LCC) to provision the service in the CenturyLink switch. When a LCC is required, the CLEC is not responsible for providing it on the LSR; CenturyLink adds it to the service order based on required blocking and additional blocking requested by the CLEC.

**Blocking**

For information on blocking please go to the [Call Blocking Job Aid](https://www.centurylink.com/wholesale/clecs/features/blockingjobaid.html) that includes a PAL matrix.

**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**

~~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)~~.~~ 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).

**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 29, 2020

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