<https://www.centurylink.com/wholesale/ixc/customercontacts.html>

## Interexchange Carrier Customer Contact - V12.0

[History Log](https://www.centurylink.com/wholesale/downloads/2019/190228/HL_IXC_Customer_Contact_V12.doc)

### Description

Various CenturyLink™ Wholesale Organizations support your service delivery efforts. Refer to individual [CenturyLink Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) for specific details or contact your [CenturyLink Account Team/Sales Executive or Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information. You may also send questions, comments or requests directly to CenturyLink via [email](mailto:intagree@centurylink.com).

#### Doing Business with CenturyLink

CenturyLink provides step by step instructions and a checklist to guide you as you establish your relationship with CenturyLink . To work through this process with a CenturyLink representative, contact the [Manager - Interconnection Agreements](mailto:intagree@centurylink.com) by email, by telephone at 303-992-5906 to begin negotiations.

If you are an Interexchange Carrier (IXC), Internet & Data (ISP) or Wireless Service Provider (WSP) and have questions regarding your contract with CenturyLink , contact your [CenturyLink Account Team/Sale Executive or Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for more information.

#### Account Team / Sales Executives and Service Managers

Your CenturyLink Account Team will be your first point of contact to begin conducting business with CenturyLink . Click the [Account Team / Sales Executives and Service Managers Roles and Responsibilities.](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) to view the Account Team / Sales Executives and Service Managers Roles and Responsibilities. For UNE-P products, sales and service support will be handled by your Service Manager. If you do not know your assigned CenturyLink Sales Executive or Service Manager, use the [CenturyLink Wholesale Team Tool (CWTT)](https://www.centurylink.com/wholesale/ccdb) to locate the CenturyLink Sales Executive or Service Manager assigned to your company. If you do not find your CenturyLink Sales Executive or Service Manager, contact our Sales Operations at 252-727-1934 for assistance.

### Availability

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

### Pricing

#### Tariffs, Regulations and Policies

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

### Implementation

#### Pre-Ordering

Pre-ordering functionality may very depending on the product requested, see individual [Local Interexchange Access Solutions](https://www.centurylink.com/wholesale/industrysolution/ixc.html) products and service for details.

See Contact section for Interexchange Customer Contact pre-ordering information.

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#### Provisioning and Installation

Firm Order Confirmation (FOC) intervals are found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

See Contact section for Interexchange Customer Contact pre-ordering information.

#### Maintenance and Repair

Maintenance and repair problems are reported to the CenturyLink Customer Service Center 1-800-954-1211. If your end-users experience problems with their local circuits or services, provisioned with CenturyLink provided products and services, their first point of contact is you, their service provider. You or your end-user must isolate the trouble and verify it is not the customer-owned equipment or cable before calling.

#### Escalations

You may initiate an escalation of your service request at any time during the ordering or repair process by calling the appropriate center. Refer to our [Interexchange Access Expedites & Escalations Overview](https://www.centurylink.com/wholesale/ixc/ixcexescover.html) to review our escalation process.

#### 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).

Carrier Access Billing System (CABS) billing is described in [Billing Information - Carrier Access Billing System (CABS)](https://www.centurylink.com/wholesale/clecs/cabs.html).

See Contact section for Wireless Customer Contact billing information.

### Training

#### View additional 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).

Calls to CenturyLink may be monitored or recorded. You will hear the following announcement when you call: "Thank you for calling CenturyLink . This call may be monitored or recorded for quality assurance or training purposes".

Provisioning Expedites and Escalations Contact List:

#### Access Service Requests (ASRs):

|  |  |  |
| --- | --- | --- |
| **Center** | **Contacts** | **Email** |
| Delayed Orders | 866-434-2555. | [email CSIE](mailto:csie@centurylink.com). |
| Provisioning | 866-434-2555 | [email CSIE](mailto:csie@centurylink.com) |

### Frequently Asked Questions (FAQs)

This section is being compiled based on your feedback.

**Last Update:**March 1, 2019

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