Error Messages- Feature Verification

Error Message and Description	Recovery Steps
ERROR: Unable to retrieve CSR data ERROR: Unable to retrieve Switch data. The circuit entered does not exist in CenturyLink's database.	Please check that the telephone number was entered correctly. The telephone number may not be in CenturyLink territory.
Unable to retrieve CSR.	Retry after 90 seconds. If it fails, please contact the Helpdesk.
Telephone has multiple CSRs with account statuses.	CSR data may be outdated and no longer available.
Unable to retrieve switch data	Switch S&E information cannot be obtained from the legacy host system. This can be a temporary condition. You can retry the request.
Unable to send email notification	Contact your administrator.
NPA not found	Verify the correct circuit was entered

If you receive the error messages **Unable to retrieve CSR** or **Unable to retrieve switch data**, you may submit a request manually using the following process:

• Feature Verification failures not related to service orders or occurring past the 72hour order completion timeframe should be referred to the Repair Center via e-mail. The Repair Center e-mail address for Feature Verification requests is cemrfv@CenturyLink.com. The Feature Verification request e-mail should include the telephone number and feature to be verified and the CEMR error message received.
• Requests for 3 or less Feature Verifications received Monday through Saturday from 6:00 a.m. until 6:00 p.m. will receive a response within 4 hours.
• Requests of 4 or more Feature Verifications will receive a response within 24-72 hours of the request.
• Requests received after 6:00 p.m. and before 6:00 a.m. Monday through Friday will be processed the following day using the guidelines based on the size of the request.
• Requests received after 6:00 p.m. Saturday and all day Sunday will be processed the following Monday and will follow the guidelines based on the size of the request.