<https://www.centurylink.com/wholesale/pcat/resalecentrex21.html>

## Resale - Centrex 21 - V33.0

[History Log](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2015/150305/HL_Resale_Centrex_21_V33.doc)

### Product Description

All Centrex 21 products are grandfathered in the Tariffs as of 04-11-05 in all states except Idaho-North.A Refer to the [Terms and Conditions](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/resalecentrex21.html#terms) section within this document for additional information.

All Centrex 21 products are grandfathered in the Tariffs as of September 20, 2010 in Idaho-North and are no longer available as a new service in any of [CenturyLink QC](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html). Contact your [CenturyLink Sales Executive](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) for additional information.

CenturyLink's retail telecommunication service, Centrex 21, is available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. Additional information about resale of CenturyLink's retail services can be found in [Resale - General](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/resalegeneral.html).

Centrex 21 is a flat-rate business service for customers with 2 to 50 station lines per location. It consists of standard features that are available to all station lines in the shared customer group where available. A Centrex 21 end-user has a choice of having the features delivered via analog lines and/or 2B+S, (digital, voice only) Integrated Services Digital Network (ISDN) lines.

Centrex 21 can be integrated into existing telephone lines, either voice or data, utilizing a choice of different standard and optional features, maximizing productivity. However, the end-users pay for the feature packages regardless of full or partial activation of the features.

Standard Packages, Rate Stability Plans and Optional Features may vary from state to state. For all packages, plans and features, view the [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Touchtone features are inherent with Centrex 21 and are automatically programmed within the station line.

Resale Centrex 21 is pre-provisioned with Assumed Dial 9 in the common block (which means all outgoing calls are dialed directly on the switched network, not within the common block). Therefore, 4 digit dialing to another Centrex 21 station and dialing plans of less than 7 digits is not possible.

A complete list of standard features, feature descriptions, availability, pricing, and ordering information is available in the [Resale - Features](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/features/resalefeatures.html) matrix.

#### Availability

Centrex 21 is available where facilities exist throughout [CenturyLink QC](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html).

#### Terms and Conditions

The following conditions are applicable to Centrex 21 after September 20, 2010, in all states:

* All Month-to-Month accounts are ineligible for new connect or outside moves.
* For unexpired Rate Stabilized term agreements, only the following activities are allowed:
  + Adding new lines
  + Disconnecting lines
  + Rearrangement of features

There is a two-line minimum requirement for Centrex 21 service in CenturyLink QC. A partial conversion of existing Retail Centrex 21 service to Resale Centrex 21, or a move or change of existing Centrex 21 may cause the service to fall below this two line minimum requirement. When you submit a service request that results in a Centrex 21 service falling below the two-line minimum, you must include a 'Y' in the MANUAL IND field on the Local Service Request (LSR) form and include instructions in the REMARKS field regarding the remaining service, including alternative service type, desired features, etc. If instructions are not provided, CenturyLink will convert the remaining line to an equivalent Business Line with no features. If CenturyLink High-Speed Internet™ is present on the remaining line, it will be retained.

CenturyLink will accept one white page directory listing for each main telephone number at no charge. Additional information about directory listings is available in White Pages [Directory Listings](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/whitepagedirlist.html).

For terms and conditions applicable to CenturyLink retail products available for resale, view the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

#### Technical Publications

Technical characteristics are described in:

* [Telcordia Special Reports (SRs)](https://telecom-info.njdepot.ericsson.net/site-cgi/ido/docs.cgi?ID=271272036SEARCH&KEYWORDS=&TITLE=Notes+on+the+Network&DOCUMENT=sr-2275&DATE=&CLASS=&COUNT=1000), SR-2275, Notes on the Network.
* [American National Standards Institute (ANSI) Standard Publications](http://webstore.ansi.org/)

### Pricing

#### Rate Structure

Centrex 21 is billed on a month-to-month basis or on a fixed period [Contract Service Arrangement (CSA)](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/resalegeneral.html#tariffs).

CenturyLink retail rates, rate elements and how they apply to Centrex 21 are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional general resale rate structure information is located in [Resale - General](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/resalegeneral.html).

#### Rates

Rates are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

CenturyLink's retail rates for Centrex 21 service, less any applicable resale discount, apply to resold Centrex 21 service. Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

#### Tariffs, Regulations and Policy

Tariffs, regulations and policies applicable to CenturyLink retail products available for resale are located in [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional rules, regulations and policies can be found in your Interconnection or Resale Agreement.

#### Optional Features

Centrex 21 optional feature availability and pricing may vary according to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Electronic Business Set (EBS)/Meridian Business Set (MBS) Service permits the use of special electronic station sets in conjunction with Centrex 21 out of DMS™-100 switches. This service utilizes a unique line card to provide communications control for the electronic station set. EBS service has a variety of features available that can be programmed on the station set.

A complete list of standard features, feature descriptions, availability, pricing, and ordering information is available in the [Resale - Features](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/features/resalefeatures.html) matrix.

### Features/Benefits

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Centrex 21 is a powerful and flexible communications system that strengthens voice or data lines with a variety of standard and optional features. | * Offers a choice of standard and optional features, Centrex 21 makes it easier for your end-user to manage their calls so they can get more done every day. * Offers a choice of standard features that are best for your end-user’s business and a choice of several optional features. Centrex 21 makes it easier for your end-user to manage their calls and as their business needs change, they'll have the flexibility to add or remove lines and features as necessary. |
| Cost savings | * Centrex 21 makes budgeting easier by stabilizing the rates for the business lines for up to 60 months. And since the power for Centrex 21 is in the phone lines, there’s no costly equipment to buy or modify. |

### Applications

Contact your CenturyLink Sales Executive for additional information.

### 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](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/negotiations.html).

#### Pre-Ordering

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

Mechanized pre-ordering activities and requirements are located in the [EASE-LSR User's Guide](https://ease.lumen.com/).

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/lsog.html) Pre-Order.

#### Ordering

It is important to understand the [Resale - General](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/resalegeneral.html) procedures before ordering Centrex 21.

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

Service requests should be submitted using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

Centrex 21 orders are placed using the following Local Service Ordering Guidelines (LSOG) forms:

* LSR
* End User (EU)
* Centrex Resale Service (CRS)
* Directory Listing (DL), if applicable

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

If you have a CSA, the contract identification number must be entered in the Variable Term Agreement (VTA) field of the LSR.

When requesting a full conversion from existing Retail/Resale/UNE-P using the LSR ACT Type = V, all listings on the current account must be addressed using applicable LACT values or the listing will be rejected. If there are no change(s) to the listing(s), the listing(s) should have the LACT value of Z. If the LSR ACT Type = V, and a LACT value of Z is present on the DL form, the TN will be used for validation purposes, but all other information on the DL form will be ignored. The listing will remain exactly as it exists on CenturyLink's Customer Service Record. If any change(s) are made to a listing(s), then LACT O, I or D values should be entered. LSRs with 'LACT = N - New Listing' selected when changes are being made to existing listings will be manually rejected by CenturyLink. Only new listings may be added with LACT = N during conversion activity. Existing listings may be deleted during conversion activity with LACT = D - Delete Listing.

In addition, if any change(s) are made to any existing listing(s) using LSR ACT = C, T or R, then LACT = O, I or D values should be entered.

A common block is a dedicated space in the CO that has been pre-provisioned to contain certain specified standard features that will be provided for all station lines. Centrex 21 end-users share a common block within the CO. As a result, every Centrex 21 end-user shares the functionality of the common block. The common block name must be provided in the Common Block (CB) field on the CRS.

Generic Centrex 21 common block names by switch type

|  |  |
| --- | --- |
| **Switch Type** | **Common Block Name** |
| 5ESS® | IDP2100 |
| DMS-10 | 21 |
| DMS-100 | CTX2100:0 |
| Ericsson | 2100 |

Some DMS-100 Remote Central Offices may carry a different Common Block name than shown above. If you have any questions as to whether or not the standard Common Block name for the CO is applicable, contact your CenturyLink Service Manager.

A Line Class Code (LCC) identifies the originating and terminating calling restrictions, or combinations of calling restrictions for a line and is stored in the common block memory of the program controlled switch. The LCC must be entered in the FEATURE DETAIL field on the CRS.

To verify whether or not to use the BLOCK field or assign a specific LCC on the CRS form, see the [Blocking Job Aid](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/features/blockingjobaid.html).

For additional information on Centrex LCCs, refer to the [Centrex Line Class Code (LCC) Job Aid](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2006/060427/DNLD_Centrex_Line_Class_Codes_Job_Aid_04_27_06.doc).  The tables in this job aid are provided for informational purposes only and are a sampling of the most commonly used LCCs for each of the Centrex products.  The appearance of an LCC in one of the tables does not mean that it is available to be assigned to your Centrex accounts. If you have any questions regarding the availability of a particular LCC, please contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

A Customer Access Treatment (CAT) FID is assigned for each station line in a common block and allows a station line to access system features using dial access codes. The CAT FID must be entered in the Line Treatment Code (LTC) field for each station line on the CRS.

In all switch types other than the DMS-100, there is only one CAT FID assigned to the switch at the account level. The CAT works in conjunction with the individual LCC for the type of calling restriction requested.

In the DMS-100, different CAT FIDs can be assigned at the line level rather than at the account level. The calling restriction type is derived from the combination of the CAT and LCC. The CAT FID identifies the calling restrictions for outgoing calls and the LCC identifies the incoming calling restrictions.

DMS-100 CAT FIDs and corresponding LCC

|  |  |  |
| --- | --- | --- |
| **CAT FID** | **Description of CAT\*** | **Corresponding LCC** |
| 0 | Non-restricted: No restrictions are placed on the line, the end-user can make and receive all calls | NCN |
| 2 | Long distance restricted: The end-user can place outgoing local calls, including DA 411, they cannot dial any 1+ or 0+ calls and can receive all incoming calls. | NCT |
| 4 | Non-restricted (Block 900/976): The end-user can make all local and long distance calls with the exception of 900/976 calls and can receive all incoming calls. | NC9 |
| 6 | Restrict DA (411 & 1+555): The end-user can make all local and long distance calls with the exception of DA 411 and 1+555. They can receive all incoming calls. | C3R |
| 7 | Toll restricted Deny DA: the end-user can place outgoing local calls, they cannot dial any 1+ or 0+ calls or calls to DA 411 or 1+555. They can receive all incoming calls. | NCB |
| 8 | Restrict DA (411 & 1+555) and (Block 900/976): The end-user can make all local calls with the exception of DA 411. They can make all long distance calls except 1+555 and 900/976 and can receive all incoming calls. | D3R |

\* If the calling restrictions you are interested in are not shown above, contact your CenturyLink Service Manager for assistance.

5ESS, DMS-10 and Ericsson CAT FIDs

|  |  |
| --- | --- |
| **Switch Type** | **CAT FID** |
| 5ESS | 1 |
| DMS-10 | 0 |
| Ericsson | 0 |

USOCs and FIDs are described in the [Universal Service Order Codes (USOCs) and Field IDentifiers (FIDs) Overview](https://usocfidfind.centurylink.com/).

Requests for multiple lines may be made on the same request, provided the request is on the same CSR, for the same end-user, at the same location, and for the same due date.

#### Provisioning and Installation

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

#### 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).

#### Billing

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](http://lxdenvmap422.qintra.com:50000/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 in the ~~Course~~ [Training Catalog](http://lxdenvmap422.qintra.com:50000/wholesale/training/coursecatalog.html).

### Contacts

CenturyLink contact information is located in [Wholesale Customer Contacts](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/customercontacts.html).

### Frequently Asked Questions (FAQs)

This section is being compiled based on your feedback

**Last Update:**March 3, 2015

**Last Reviewed:** March 6, 2024

5ESS® is a Registered Trademark of Lucent Technologies, Inc.  
DMS™ is a Trademark of Nortel Networks  
CenturyLink High-Speed Internet™ is a Trademark of CenturyLink Inc.