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

## Resale - Centrex Prime® - V24.0

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150406/HL_Resale_Centrex_Prime_V24.doc)

### Product Description

CenturyLink's retail telecommunications service, Centrex Prime®, 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](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

Centrex Prime is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end-user terminals. It is a multi-media platform which delivers integrated voice, video, image, and data services over the network.

Centrex Prime includes analog (basic) or digital (Integrated Services Digital Network (ISDN)) station lines that may be provided utilizing various technological designs. It provides enhanced features and functionality and is considered the latest in the evolution of the Centrex product family. A group of station lines are translated for an individual end-user group and are provided with common access to a predetermined group of features. It may be better suited for services with 50 lines or more. The standard set of features provided varies depending on whether the station lines are analog or digital and on the available central office technology. For additional information, contact your CenturyLink [Sales Executive.](https://www.centurylink.com/wholesale/clecs/accountmanagers.html)

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).

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

#### Availability

Centrex Prime service is available where facilities exist on an intra-Local Access and Transport Area (LATA) basis throughout  [CenturyLink QC.](https://www.centurylink.com/wholesale/pcat/territory.html)

#### Terms and Conditions

Centrex Prime services 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).

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](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

Additional terms and conditions, rates and charges can be found for each state in the [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 Prime is billed on a month-to-month basis or on a fixed [Contract Service Arrangement (CSA)](https://www.centurylink.com/wholesale/pcat/resalegeneral.html#tariffs).

CenturyLink retail rates, rate elements and how they apply to Centrex Prime is 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](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

#### Rates

Retail prices can be found in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Rates and/or 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 the state specific [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 or in the [Statement of Generally Available Terms and Conditions (SGAT)](http://qwest.centurylink.com/about/policy/sgats/) for the relevant state.

#### Optional Features

Centrex Prime 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):

Optional features include:

Electronic Business Set (EBS)/Meridian Business Set (MBS) Service permits the use of special electronic station sets in conjunction with Centrex Prime 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 to be programmed on the station set.

The following optional system features may be available with Centrex Prime and can be requested by contacting your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

* 800 Service
* Account Codes
* Attendant Access Line Service
* Attendant Set Interface
* Authorization Codes
* Automatic Call Back
* Automatic Route Selection
* Call Forwarding via Private Facilities
* [Central Office - Automatic Call Distribution Service (CO-ACD)](https://www.centurylink.com/wholesale/pcat/resalecoacd.html)
* Centrex Management Systems
* Circuit Connections
* Dial Dictation
* Direct Inward System Access (DISA)
* Distinctive Ringing/Distinctive Call Waiting
* Executive Busy Override
* Individual Line Billing
* Last Number Redial
* Loud Speaker Paging Trunk
* Make Set Busy
* Multiple Position Hunt
* Music On Hold
* Network Speed Call
* Night Service Arrangement
* Night Service (Trunk Answer Any Station)
* Outgoing Trunk Queuing
* Primary Directory Number
* Secondary Directory Number
* Station Message Detail Recording (SMDR)
* Time of Day (NCOS)
* Time of Day Routing
* Trunk Answer Any Station (Night Service)
* Trunk Verification from Any Station
* Uniform Call Distribution

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

Traffic Data Report Service (TDRS) provides customers with a summary of traffic data on certain network facilities. For additional information contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

### Features/Benefits

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Cost effective | * Enhances end-user service * Requires minimal up front capital costs |
| Flexible communications system | * Has standards-based open architecture * Integrates the latest technologies into the end-user's business |

### Applications

Contact your CenturyLink Sales Executive for 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](https://www.centurylink.com/wholesale/clecs/clec_index.html) or [Getting Started for Resellers](https://www.centurylink.com/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](https://www.centurylink.com/wholesale/clecs/negotiations.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)](https://www.centurylink.com/wholesale/clecs/lsog.html) Pre-Order.

To request new service, contact your CenturyLink Sales Manager who will assist you in identifying functionality requirements and request to have a common block built in the switch where you want to provide service. A common block is a dedicated space in the CO that is provisioned to contain specified features. Before ordering any optional, standard or system features, you must verify if the feature is built into the common block. Features that are not built into the common block may be requested through your CenturyLink Service Manager.

#### Ordering

It is important to understand the [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) procedures before ordering Centrex Prime.

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

Existing service requests should be placed using EASE-LSR [Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease.lumen.com/).

Centrex Prime service requests are submitted using the following Local Service Ordering Guidelines (LSOG) forms:

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

Field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

The following LSOG forms may be required for:

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

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.

For additional information on Centrex LCCs, refer to the [Centrex Line Class Code (LCC) Job Aid](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLD_Centrex_Line_Class_Codes_Job_Aid_01_13_12.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](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

Requests for multiple lines may be made on the same request, provided the request is on the same Customer Service Records (CSR), for the same customer, 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](https://www.centurylink.com/wholesale/clecs/provisioning.html).

#### 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

On a monthly basis, CenturyLink will provide you with billing information that will provide summary account information as well as end-user account information.

~~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 in the ~~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).

### Frequently Asked Questions (FAQs)

**1. What are the standard features provided with Centrex Prime?**  
The standard set of features provided varies depending on whether the station lines are analog or digital and on the available central office technology. Requirements for features may vary between central office switch types.

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