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

## Resale - General - V94.0

[History Log](https://www.centurylink.com/wholesale/downloads/2017/170130/HL_Resale_General_V94.doc)

### Product Description

CenturyLink's retail telecommunications products and services are available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. The term 'Resale' generally refers to the 'resale' of fully finished Residential, Business, Private Line and Integrated Services Digital Network (ISDN) services and features. This means that CenturyLink provides the end-to-end service all the way to the end-user, with your brand instead of CenturyLink's. Some services are available for resale at a wholesale discount, while some services are available for resale without a discount.

Resale provides you with the ability to act as the end-user's single point of contact for all activities, including ordering, repair calls, inquiry and billing questions for their local exchange service. CenturyLink retail telecommunications services are available for resale from CenturyLink pursuant to the Telecommunications Act of 1996 and includes the terms and conditions (except rates) in CenturyLink's applicable product [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/tariffs). You may purchase services for resale under tariff or enter into agreements to purchase eligible resale products at discounted or promotional rates from CenturyLink and in turn resell these products to your end-users. CenturyLink has Interconnection and Resale Tariffs in Colorado, Iowa and Washington.

The following products are available for resale:

* [Resale - Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)](https://www.centurylink.com/wholesale/pcat/resaleatm.html)
* [Resale - Central Office- Automatic Call Distribution Service (CO-ACD)](https://www.centurylink.com/wholesale/pcat/resalecoacd.html)
* Central Office Features\*
* [Resale - Centrex 21](https://www.centurylink.com/wholesale/pcat/resalecentrex21.html)Note: Centrex 21 is grandfathered in the Tariffs effective 04-11-05.
* [Resale - Centrex Plus and Centron™](https://www.centurylink.com/wholesale/pcat/resalecentrexplus.html)
* [Resale - Centrex Prime®](https://www.centurylink.com/wholesale/pcat/resalecentrexprime.html)
* [Resale - Customized Call Management Services (CCMS), Centraflex® and Centron 1™](https://www.centurylink.com/wholesale/pcat/resaleccms.html)
* [Resale - Digital Switched Service (DSS)](https://www.centurylink.com/wholesale/pcat/resaledss.html)
* [Resale - Direct Inward Dialing (DID®)](https://www.centurylink.com/wholesale/pcat/resaledid.html)
* [Resale - Frame Relay Service (FRS)](https://www.centurylink.com/wholesale/pcat/resaleframerelay.html)
* [Resale - Integrated T-1 (IT1)](https://www.centurylink.com/wholesale/pcat/resaleit1.html)
* [Resale - Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)](https://www.centurylink.com/wholesale/pcat/isdnbri.html) also known as Basic Rate Service (BRS)
* [Resale - Inside Wiring and Jack(s) Installation Service - Minnesota and Oregon Only](https://www.centurylink.com/wholesale/pcat/resaleinsidewire.html)
* [Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)](https://www.centurylink.com/wholesale/pcat/isdnpri.html) also known as Primary Rate Service (PRS)
* Resale - Local Area Network (LAN) Switching Service (LSS)
* [Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS)](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* Resale - Local Service Packages, Information is available in Resale - [Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS)](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* [Resale - Market Expansion Line® (MEL)](https://www.centurylink.com/wholesale/pcat/resalemel.html)
* [Resale - Private Branch Exchange (PBX) Trunk Service](https://www.centurylink.com/wholesale/pcat/pbx.html)
* [Resale - Private Line Transport (PLT) - Digital Service Level 0 (DS0)](https://www.centurylink.com/wholesale/pcat/resaleds0.html)
* [Resale - Private Line Transport (PLT) - Digital Service Level 1 (DS1)](https://www.centurylink.com/wholesale/pcat/resaleds1.html)
* [Resale - Private Line Transport (PLT) - Digital Service Level 3 (DS3)](https://www.centurylink.com/wholesale/pcat/resaleds3.html)
* [Resale - Public Access Lines (PAL)](https://www.centurylink.com/wholesale/pcat/resalepal.html)
* [Resale - CenturyLink Inside Wire Maintenance (IWM) Plans](https://www.centurylink.com/wholesale/pcat/resaleinsidewire.html)
* Resale - CenturyLink Stand-By Line™, [Information is available in Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS)](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* [Resale - Self Healing Alternate Route Protection (SHARP) for DS1](https://www.centurylink.com/wholesale/pcat/resaleds1.html) or for [DS3](https://www.centurylink.com/wholesale/pcat/resaleds3.html)
* [Resale - Self-Healing Network Service (SHNS)](https://www.centurylink.com/wholesale/pcat/resaleshns.html)
* Resale - SwitchNet 56® (NOTE: This product was grandparented effective: 8-15-03 in Wyoming and 11-21-03 in all other CenturyLink states)
* [Resale - Synchronous Service Transport (SST)](https://www.centurylink.com/wholesale/pcat/resalesst.html)
* Resale - Transparent Local Area Network (LAN) (grandfathered)
* [Resale - Uniform Access Solution (UAS)](https://www.centurylink.com/wholesale/pcat/resaleuas.html)
* Resale - Versanet (grandfathered)
* Wide Area Telephone Service (WATS)
  + Intrastate WATS
  + Outbound WATS (not shared with a carrier)

The following services are available to Resellers as part of the finished service\*:

* [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.html)
* [Directory Assistance (DA) Service](https://www.centurylink.com/wholesale/pcat/voicedirasst.html)
* [Intra-Local Access and Transport Area (IntraLATA) Long Distance](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* [Operator Services](https://www.centurylink.com/wholesale/pcat/opsserv.html)
* Optional IntraLATA Calling Plans, Information is available in [Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS)](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html)
* Single Number Service, grandparented in all states
* Special Needs
* [Telephone Assistance Plans](https://www.centurylink.com/wholesale/pcat/resalegeneral.html#rates)
* [Telecommunications Service Priority](https://www.centurylink.com/wholesale/pcat/resalegeneral.html#tsp)
* [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html)

\* Available for Resale only with resold Local Exchange Services.

Specific products include standard features as part of the finished service. A complete list of the product specific standard features, feature descriptions, availability, pricing, and ordering information is available in the [Resale - Features matrix](https://www.centurylink.com/wholesale/clecs/features/index.html).

The following CenturyLink Commercial Solutions products and services are available with compatible Resale services:

* [CenturyLink™ Broadband for Resale](https://www.centurylink.com/wholesale/pcat/qbr.html)

#### Availability

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

#### Terms and Conditions

As a Reseller you may be required to obtain certification or approval from State regulatory commissions in the states in which you intend to offer telecommunications services to the public. It is your responsibility to comply with each state's requirements for providing local exchange service.

Note:

* In Colorado and Iowa, CenturyLink has Interconnection and Resale Tariffs and so an agreement is not required, but is optional
* Idaho has two tariffs: Northern and Southern

It is your responsibility to provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Information regarding the 911/Enhanced 911 (E911) system is located in [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.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 Listing](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

To identify CenturyLink retail products available for resale, view the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/tariffs).

Services available for resale may be resold only to the same class of end-user that CenturyLink Retail provides the services to, and the services must have been approved by the state commissions or agencies.

Promotional offerings are described in [Resale Promotions](https://www.centurylink.com/wholesale/pcat/resalepromotions.html).

The following products and services are not available for resale:

* Access Services
* [Collocation](https://www.centurylink.com/wholesale/pcat/collocation.html)
* Commercial Video Service (CVS), grandfathered
* Customer Provided Equipment (CPE)
* Digipac®
* Directory Advertising
* Full Toll Denial
* Grandfathered services, except to existing end-users converting their service 'as is'
* Home Receptionist
* Internet Business Solutions e.g., Dedicated Internet Access, CenturyLink Cyber Solution, Web Hosting Solutions
* [Local Interconnection Service (LIS)](https://www.centurylink.com/wholesale/pcat/lis.html)
* Lotus Notes
* Market Trials 90 days or less
* Official Services
* OutWATS (shared with a carrier)
* Pagers
* CenturyLink Calling Cards
* CenturyLink Coin Telephones
* CenturyLink High-Speed Internet™ Host
* CenturyLink Long Distance provided by CenturyLink™
* CenturyLink Wireless Personal Communications Service (PCS)
* Selective Carrier Denial
* Special Access
* [Unbundled Dark Fiber (UDF)](https://www.centurylink.com/wholesale/pcat/darkfiber.html)
* Unbundled Network Elements
* Universal Emergency Number Services

If you purchase telecommunications services for your own internal or administrative use, and are not reselling these services to an end-user, you must indicate that to CenturyLink. These are considered to be Administrative Lines, they are billed at the retail rate on a separate account from your resold services. This policy applies regardless of whether you are using the telecommunications services for your own use or provisioning the services to your parent corporation.

As stated in the Federal Communications Commission's (FCC's) First Report and Order, Incumbent Local Exchange Carriers, including CenturyLink, are not required to "make services available for resale at wholesale rates to parties who are not telecommunications carriers or who are purchasing service for their own use."

Temporary Disconnection for Non-Payment is available with compatible Resale Products. Information is available in [Temporary Disconnect for Non-Payment/Restore](https://www.centurylink.com/wholesale/pcat/tdnpr.html).

"Microsoft Network (MSN) Internet Access Powered by CenturyLink" narrowband (dial-up) billing arrangements are not available with Resale services. During conversion of an existing Retail service with MSN Internet Access Powered by CenturyLink narrowband arrangements to Resale service, CenturyLink will remove the following Universal Service Order Code (USOC) and Field IDentifier (FID) combinations from the converting account. This activity will not impact end user narrowband functionality.

N8BAB/DVDP  
N8BAC/DVDP  
N8BB1/DVDP  
N8BB2/DVDP  
N8BBD/DVDP  
N8BCB/DVDP  
N8BD1/DVDP  
N8BD2/DVDP  
N8BD3/DVDP  
N8BD4/DVDP

CenturyLink Choice TV (a cable TV service over fiber optic facilities) and CenturyLink Choice Online (a VDSL high speed Internet Access Service) arrangements are not available with Resale services. These arrangements are indicated by the presence of at least one of the following USOCs: AS3TV, NMOTA, NMOTD.

If the end-user wants to retain CenturyLink Choice TV/Online functionality, they must contact CenturyLink Choice TV/Online to arrange for alternative billing arrangements prior to the submission of your conversion LSR. If you request conversion of a CenturyLink Retail service with CenturyLink Choice TV/Online to Resale services, CenturyLink will remove the arrangement from the end-user customer's account. This activity will remove end-user CenturyLink Choice TV/Online functionality. Following conversion, if your end-user wishes to reestablish CenturyLink Choice TV/Online functionality and alternative billing arrangements, additional nonrecurring and/or monthly charges may apply.

#### Technical Publications

Technical characteristics are described in the following Technical Publications:

* [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

CenturyLink structures its resale rates at the appropriate discount for each individual Reseller. Colorado and Iowa are the only states throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html) that are governed by an Interconnection and Resale Tariff, which establishes the resale discount for products and services available for resale. As a result, an Interconnection or Resale Agreement is not required in these states; however, you may enter into an Interconnection or Resale Agreement with CenturyLink in these states if you choose to do so.

The "Wholesale discount" refers to the Resale (avoided cost) discount that is determined in each state by the applicable commission or agency and is applied to the retail rate to derive the wholesale rate.

Additional rate structure information can be found in your Interconnection or Resale Agreement.

Primary Interexchange Carrier Charge (PICC) is a CenturyLink charge billed to you as CenturyLink's customer of record for providing access to the Interexchange Carrier's (IXC's) network when an IXC has not been designated by you on the end-user's line.

If you change your end-user's Primary Interexchange Carrier (PIC), CenturyLink will bill you the retail PIC change charge without discount. Any change in your end-user's interLATA or IntraLATA PIC must be requested by you on behalf of your end-user, CenturyLink will not accept any changes from anyone other than you on behalf of the end-user. Information describing long distance carrier selection is available in the [Long Distance Carrier Selection Overview](https://www.centurylink.com/wholesale/preorder/ldselection.html).

When you transfer an end-user's service from another Reseller or from CenturyLink, you will incur a Customer Transfer Charge (CTC).

The following surcharges apply on resold services. There are no resale discounts applied to surcharges.

|  |  |
| --- | --- |
| **Surcharges:** | **USOCs:** |
| Federal Customer Access Line Charge (CALC) or end-user Line Surcharges | 9LM, 9ZR, 9ZRB1, 9ZRMR |
| Local Surcharge for Emergency Reporting Service/911 Emergency Service Fund | UTX++ |
| Rating Element for an access line | \*DTLBX, DTLRX |
| State USF | No USOC needed |
| Telecommunications Relay Charge | AH8 |
| Telephone Assistance Plan (TAP) | LXSMN |

\*The DTLRX USOC is applicable only in Arizona and Utah and the DTLBX USOC is applicable only in Utah.

You are responsible for putting the USOCs on the appropriate Local Service Ordering Guidelines (LSOG) form except on POTS orders as EASE-LSR automatically adds them to the Local Service Request (LSR).

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

#### Rates

CenturyLink's retail rates for products and services, less any applicable resale discount, apply to resold services.

A nonrecurring charge applies to the installation of service(s) and in some states a disconnect service(s) charge will apply. Resale rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

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

#### Tariffs, Regulations and Policy

You can view and/or have access to end-user information specified by your agreement. Your request may be submitted using EASE-LSR. The requested Customer Service Record (CSR) will be provided to you once proprietary information, and unregulated product and service information have been filtered.

Restricted information includes:

* CPE
* Information services
* Product and service information to enhanced services
* Proprietary information

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

Colorado, Iowa and Washington are the only states in CenturyLink QC that are governed by an Interconnection and Resale Tariff, which establishes the resale discount for products and services available for resale.

CenturyLink will make available for resale CenturyLink retail telecommunications services that CenturyLink provides to its retail end-users, pursuant to the Telecommunications Act of 1996. These services are available for resale at wholesale rates, and include the same terms and conditions (except prices) in CenturyLink Tariffs/Catalogs/Price lists where applicable. Retail telecommunications services that CenturyLink provides under Retail Product Contract Service Arrangements (CSAs), either under tariff terms and conditions or custom-priced terms, to CenturyLink retail end-users, are available for resale to similarly situated end-users.

Principles of CSAs:

* CenturyLink will make retail CSAs available for resale at the resale discount rate specified in Exhibit A of your Interconnection or Resale Agreement. You may resell CSAs to the original CenturyLink end-user or to similarly situated end-user under wholesale resale terms and conditions. All terms and conditions (except prices) in CenturyLink's applicable [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.htm) will apply to resale of CSAs.
* If you resell a CenturyLink retail volume, term, or custom-priced product CSA, you are subject to the terms and conditions of that volume, term or custom-priced arrangement or agreement, including application of termination liability, if applicable.
* CSAs offered on a promotional basis of 90 days or less are available for resale under the same terms and conditions that are offered to CenturyLink retail end-users with no resale discount.

There are specific CSA qualification requirements that include volume, time and grandfathered product restrictions. Refer to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.htm) regarding any allowed aggregation of lines and features for purposes of satisfying volume or other CSA terms and conditions. Additionally, Resellers may aggregate end-user volumes at each end-user geographic location for purposes of satisfying CSA terms and conditions.

* Volume and/or Term CSAs as described in state specific Tariffs/Catalogs/Price Lists are available for resale by you to a end-user already subscribing to a CSA, or to other end-users, at the tariffed rate less the applicable resale discount, if applicable.
* Special Assembly CSAs are available to you for resale to CenturyLink end-users, or to similarly situated end-users with CSAs provided by CenturyLink.
* Grandfathered services are available for resale by Resellers to existing end-users of the grandfathered product or service. The CSA can be extended at a three or five year rate, based on the remaining life of the grandfathered product. It will be provided at the existing CSA rate at the time of the change. TLA will apply based on state specific requirements.

Services eligible for CSAs include:

* Analog PLT
* ATM
* Business Voice Messaging Service
* CO-ACD
* Centrex Plus
* Centrex Prime
* Centron
* DS1
* DS3
* DDS
* DSS
* FRS
* ISDN BRI
* ISDN PRI
* SHNS
* SST
* UAS

If the CSA does not involve one of the above arrangements, they may involve a Special Assembly. Contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) to discuss handling.

CSAs for Centrex services allow the aggregation of lines and services as outlined in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.htm).

Prior to initiating a service request, existing end-user accounts must be reviewed to determine CSA impacts. Once you determine that a CSA exists on an account you want to convert you should contact your CenturyLink Service Manager. Your CenturyLink Service Manager will assist in:

* Assigning the existing CSA to you (applicable in Washington only)
* Negotiating a new product term CSA, if appropriate.
* Providing you with a new, or the existing, contract number.

A Minimum Service Period (MSP), the period of time that the end-user is required to pay for the contracted service, is applicable to CSAs. This period varies by product and jurisdiction. If a product does not specifically state a MSP, it is assumed to be one month. CSAs terminated during the MSP are subject to a TLA of 100% of the CSA value for the remaining months of the minimum service period. In addition, they are subject to the standard TLA for the months remaining in the CSA between the minimum service period and the end of the CSA term. To determine if a minimum service period is applicable for a specific product, refer to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.htm).

Principles of TLA:

Several services that CenturyLink provides are available at a discounted rate if the end-user agrees to keep the service for a predetermined minimum amount of time. If the terms of the CSA are changed as a result of the service being terminated sooner, the remaining value of the CSA is due at time the services are disconnected. This is referred to as TLA.

TLA applies when a CenturyLink end-user terminates a contracted service with CenturyLink. If the end-user account is currently under a CSA, a TLA may be assessed, based on product specific CSA requirements which include:

* TLA applies when a Reseller terminates a contracted service, and their end-user returns to CenturyLink, or moves to another Reseller/CLEC.
* Partial verses complete; partial termination of service is the disconnection of portion of a contracted service that reduces the monthly contracted rate. A complete termination is termination of the entire CSA prior to meeting the terms and conditions obligations of the CSA.
* Volume restrictions
* Special rules for application of TLA in Minnesota require that no TLA be billed when service is migrating from CenturyLink Retail to a Reseller.
* Special rules for application of TLA in Washington allow for a retail CSA to be reassigned to the CLEC, in lieu of assessing a TLA.

To view the most recent rules for moves, roll overs and changes access the [CenturyLink Operating Companies Tariff F.C.C. No. 11.](https://www.centurylink.com/aboutus/legal/tariff-library.htm)

TLA is applicable except as described in the TLA Waiver Policy as defined in the state specific or CenturyLink Operating Companies Tariff F.C.C. No. 11  located in the Tariffs/Product Catalogs/Price Lists or as described in the Minnesota and Washington rules.

Minnesota rules:

* The Minnesota Public Utilities Commission ruled that CenturyLink will not assess TLA when a end-user converts to a Reseller.
* The Minnesota rules apply to Retail to Resale conversions. Reseller to Reseller and Reseller to CenturyLink conversions do not fall under these rules and are handled according to normal TLA guidelines.
* TLA does not apply if the conversion is to a Reseller
* TLA rules apply if the conversion is to a facility based CLEC

Washington Rules:

* The Washington PUC has ordered CenturyLink to allow an existing CSA to be reassigned to the CLEC for the remaining period, in lieu of charging TLA. Resale discounts do not apply in this situation. The request to assume responsibility for the existing CSA will need to be included in the Remarks section of the LSR, with the contract number.

The obligation to construct facilities is dependent on the facilities in question and the basic service obligations associated with those facilities. It is the policy of CenturyLink that it is obligated to construct facilities for resale to the extent necessary to satisfy its Eligible Telecommunications Carrier (ETC) obligations to provide basic local exchange service. For example, in Colorado, Basic Local Exchange Service is the first residential line and first business line at a residence and the first two lines at a business. All other telecommunication services that are available for resale will be made available if they can be provisioned over the existing network.

Where requested services are not available and/or existing facilities cannot be used to provision the service, you must submit a request to construct. Such request will be evaluated on an individual case basis.

Resold services are available where facilities currently exist and CenturyLink is able to provide these services without construction of additional facilities or enhancement of existing facilities. However, if you request that facilities be constructed or enhanced to provide resold services, CenturyLink will construct facilities to the extent necessary to satisfy its obligations to provide basic Local Exchange Service as set forth in CenturyLink's Exchange and Network Services Tariff and commission rules. Under these circumstances, CenturyLink will develop and provide to you a price quotation for the special construction. Special construction charges associated with resold services will be applied in the same manner that special construction charges are applied to CenturyLink retail end-users. If the quotation is accepted, you will be billed the quoted price and special construction will commence after receipt of payment. Contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information.

**Telecommunications Service Priority (TSP)**

Telecommunications Service Priority (TSP) is the regulatory, administrative and operational system that authorizes and provides priority treatment in the provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP service refers to the telecommunications services that are needed to maintain a state of readiness. They are used to respond to and manage any event or crisis (local, national, international) that:

* Causes, or could cause injury or harm to the population
* Causes, or could cause damage to or loss of property
* Threatens the NSEP posture of the United States

TSP is a FCC mandate, however it is not a service that CenturyLink is promoting or actively selling. An end-user must obtain an authorization code through the National Communications Systems (NCS) office before placing an order for TSP with CenturyLink. The authorization code will determine the restoration priority of the telecommunications services. Contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information.

#### Optional Features

Many retail Calling Features and Services are available for resale and can be ordered with the product or services, or separately.

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.

For retail products available for resale, view [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.htm), or contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for assistance.

### Features/Benefits

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| A comprehensive line-up of products and services in high demand by end-users | * Implement 'niche' marketing programs easily * Offers your end-users the products and services they want quickly and less expensively than developing them on your own. |
| End-to-end service | * Access to knowledgeable resources and efficient operating systems help you get started and facilitate growth of your resale business. |
| CenturyLink's world-class technology network is offered throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html). | * Enter markets quickly * Generate revenue sooner * Offers your end-users access to a highly reliable, advanced network without investing valuable capital to build your own network |
| Resources dedicated to the resale market | * Better communication of information on policies and products * Better understanding of your business challenges and needs * Brings you new product and service opportunities * Helps you capitalize on existing products and services |
| Strong systems and operating support | * Easy to do business with |

### Applications

* Establish market base without capital investment.
* Use Resale where you do not intend to build facilities.
* Resale allows you to offer a high-demand line of products and services quickly and inexpensively.

### 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)

Border town characteristics are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

For CSA arrangements, contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) to establish a contract and obtain the contract identification number.

Requirements for pre-ordering are described in [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) Pre-Order.

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

If your end-user's address does not appear in [EASE-LSR](https://ease-lsr.lumen.com/) you may need to contact the [Customer Service Inquiry and Education (CSIE)](https://www.centurylink.com/wholesale/clecs/customercontacts.html) for assistance.

New developments and new construction may not yet be in the Street Address Guide, or in CenturyLink's internal systems. The CSIE representative may have to get the information added to the database.

If street address information that you are inquiring on is not available, you can either:

* Retain the request from your end-user until the Street Address Guide is updated and then forward the request, or
* Send the request with an entry on the [End User (EU)](https://www.centurylink.com/wholesale/clecs/lsog.html) form in the 'NCON' field (New Construction) to indicate that the address was not validated in the Street Address Guide, and make an entry in the REMARKS field to call when the address has been verified.

#### Ordering

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

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

Resale orders are submitted using the LSOG forms. Service specific forms have been designed to accommodate ordering conditions specific to a service type and must be associated with the local service request.

The following forms may be required and vary based on the product requested:

* Local Service Request (LSR)
* EU
* Resale Services (RS)
* Centrex Resale Services (CRS)
* DID Resale Service (DRS)
* Directory Listing (DL)
* Resale Frame Relay (RFR)
* Resale Private Line (RPL)

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

When requesting a full conversion from existing Retail/Resale/commercial local exchange services e.g. CenturyLink™ Local Service Platform (CLSP™) using the LSR ACT Type = V, all listings on the current account must be addressed by providing the end-state of the listing on your LSR. 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. 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.

CSA requests require the following information:

* Enter the CSA contract number in the Variable Term Agreement (VTA) field on the LSR.

When submitting a request to change a telephone number, a nonrecurring charge to change the telephone number may apply. Annoyance type calls or duplicate number assignments are examples of when the charge may not apply. If you decide that a charge is appropriate, you are responsible for entering a USOC to bill the charge on the RS form.

* Enter N in the FA field
* Enter the USOC in the FEATURE field

Telephone Number Change Charge USOCs

|  |  |
| --- | --- |
| **State** | **USOC** |
| Arizona, Colorado, Idaho South, Minnesota, Montana, Nebraska, New Mexico, South Dakota, Utah and Wyoming | NCK |
| Idaho North, Oregon and Washington | CDD |
| Iowa and North Dakota | NRCSC |

When adding, changing or removing features, e.g., Call Forwarding, Voice Messaging or Hunting, you should review the entire CSR for impacts to all lines on the account. You are responsible for adding, changing or removing all appropriate USOCs on the RS form in order to guarantee correct billing and provisioning.

Multiple accounts may be converted on the same request as long as the accounts will be combined into one CSR, for the same customer, at the same location, and for the same due date.

If there are no facilities available at the time service is requested, CenturyLink will follow the same process for Delayed Service Request (also known as Held Order) resolution that is used for CenturyLink retail orders for the same services. Additional information regarding delayed service request handling is available in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html). You should contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) if assistance if required.

[Interim Number Portability (INP)](https://www.centurylink.com/wholesale/pcat/inp.html) and Local Number Portability (LNP) are available on resold accounts. Detailed LNP information including pending order activity handling is available in [Local Number Portability (LNP)](https://www.centurylink.com/wholesale/pcat/lnp.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).

Regardless of which Class of Service is resold, physical network circuit requirements are identical for both Resale and Retail provisioned services. At this time, there are no identified additional network requirements or extraneous equipment needed to provision a resold service, unless otherwise noted by specific product type (e.g. ISDN CPE).

Requests for new service follow the provisioning process used by CenturyLink to provision service to CenturyLink retail end-users.

For Order status information for Resale products above DS0 signal levels, SHNS and SST refer to Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG). This tool requires a [digital certificate](https://www.centurylink.com/wholesale/clecs/electronicaccess.html). For additional information about CEMR-MTG, access the [CEMR-MTG Job Aid](https://www.centurylink.com/wholesale/systems/cemr-mtg.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

Resale products have a one-month minimum billing period requirement. This is the period of time for which you are required to pay the entire monthly recurring price for the services, even if you do not retain them for the entire month.

Resale products are billed out of the ~~Customer Records and Information System (CRIS)~~ Ensemble or the Carrier Access Billing System (CABS) depending on the product ordered. A summary bill is provided monthly and includes information on multiple end-user accounts.

~~CRIS billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)  Ensemble 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).

Billing is described in [Ensemble](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ensemble.html) and CABS billing is described in [Billing Information - Carrier Access Billing System (CABS)](https://www.centurylink.com/wholesale/clecs/cabs.html).

Loss and Completion Reports are generated based on loss and gain account activity. Completion notification including Loss and Completion Reports, are described in [Billing Information - Additional Outputs - SMDR, Completion Report, Loss Report](https://www.centurylink.com/wholesale/clecs/output.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. Can I change the way I receive the bills; from manual to mechanized?**  
The method by which you receive the bills cannot be changed without changes being made to the [New Customer Questionnaire](https://www.centurylink.com/wholesale/clecs/newcustquestionnaire.html). The New Customer Questionnaire provides CenturyLink with essential billing, ordering and contact information. Additional requirements may be needed to change to the new method.

**2. What happens if an end-user's address cannot be validated?**  
New developments and new construction may not yet be in the Street Address Guide file or in CenturyLink's internal systems. You can either:

* Hold your end-user's request until the Street Address Guide has been updated and then forward the request to CenturyLink, or
* Send the request with an entry on the EU form in the 'NCON' field (New Construction) to indicate that the address was not validated in the Street Address Guide, and a REMARKS entry indicating to call when the address has been verified.

**3. What can I expect to see on the end-user's CSRs from CenturyLink?**  
The CSR will contain all relevant information in order for you to process your request for your end-user. All proprietary information, unregulated product and service information will be filtered. Restricted information includes:

* CPE
* Information service
* Product and service information for enhanced services
* Proprietary information

**Last Update:**January 30, 2017

**Last Reviewed:** April 10, 2024

Centraflex®, Centrex Prime®, Centron®, DID®,Digipac®, Market Expansion Line® and SwitchNet 56® are Registered Trademarks of CenturyLink™  
CenturyLink Stand-By Line™ is a Trademark of CenturyLink™