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

## Resale-Centrex Plus and Centron - V35.0

[History Log](https://www.centurylink.com/wholesale/downloads/2017/170720/HL_Resale_Centrex_Plus_Centron_V35.doc)

### Product Description

CenturyLink's retail telecommunications services, Centrex Plus and Centron™, are available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. Additional information about resale of CenturyLink's retail services, is located in [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

Centrex Plus and Centron services are Central Office (CO) based business communications services with state-of-the-art capabilities and features provisioned by the use of local network transport technologies. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. All station lines in the system have intra-system calling capability.

Centrex Plus and Centron services configure to your end-user's needs and are maintained 24 hours a day for reliability. Centrex Plus and Centron services fit seamlessly with other telecommunications and data services and may be better suited for services with 50 lines or more. They also tie multiple locations together into one complete system. For additional information, contact your [CenturyLink Sales Executive.](https://www.centurylink.com/wholesale/clecs/accountmanagers.html)

These services offer over 100 standard and optional features which make Centrex Plus and Centron services comparable to Private Branch Exchange (PBX) systems. Centron service offers fewer standard features than Centrex Plus so it is important to check the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

. A choice of access to the local exchange calling area via each Centrex Plus or Centron station line (non-blocked) or controlled access line (blocked) depends upon the number of subscribed Network Access Registers (NARs).

Touchtone features, Automatic Identified Outward Dialing, Direct Inward Dialing (DID®), Intercept, Intra-system calling and Individual Line Billing are inherent with Centrex Plus and Centron and are automatically programmed within the station line.

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

Centron is grandfathered and not available for new installations in all states except Minnesota. To determine availability refer to the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Centrex Plus was grandfathered effective December 1, 2003 in the following states: Colorado, New Mexico, North Dakota and South Dakota with a sunset date of March 1, 2004, in New Mexico, North Dakota and South Dakota for month-to-month customers. The sunset date of April 29, 2005 or the expiration date of the customers current contract, whichever is longer, is the date contract customers must transition to another product in New Mexico, North Dakota and South Dakota. In Colorado, the sunset effective date is April 1, 2007, with a sunset tariff filing effective October 1, 2006.

Centrex Plus was grandfathered effective September 1, 2004, in the following states: Arizona, Iowa, Oregon and Washington. A sunset date of June 30, 2006, applies in Arizona and Iowa, a sunset date of December 31, 2008, applies in Washington and a sunset date of December 30, 2008, with a sunset tariff filing effective January 30, 2007, in Oregon. Existing Centrex Plus month-to-month customers in Arizona and Washington were required to migrate to another CenturyLink service on or before October 1, 2004.  
  
Centrex Plus is grandfathered in all states effective July 20, 2017 and is no longer available as a new service.

Custom Centron was grandfathered effective September 1, 2004, in Arizona with a sunset date of June 30, 2006. In Colorado, the sunset effective date is April 1, 2007, with a tariff filing date effective October 1, 2006.  
  
Centron is grandfathered in all states effective July 20, 2017 and is no longer available as a new service.

Centrex Plus and Centron services are available where facilities exist in the remaining CenturyLink QC on an intra-Local Access and Transport Area (intraLATA) basis.

#### Terms and Conditions

* You may transfer an end-user's intraLATA service from one location(s) to another location(s) within ~~CenturyLink QC where service is available~~ [CenturyLink where service is available.](https://www.centurylink.com/wholesale/pcat/territory.html)

If fewer station lines are installed at the new location(s) or if service is not connected within 30 days of the disconnect date at the old location, termination charges may apply. Refer to [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) for additional terms and conditions.

All Centrex Plus and Centron station lines must be associated with the main switching equipment. A Centrex Plus or Centron system may be either blocked or non-blocked; it cannot be mixed. Combined station lines terminating at different locations into a single system must be served by the same CO.

Terms and conditions that apply for aggregating station lines and standard features for Centrex Plus and Centron, for the purpose of volume discounts, are contained in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html), your Interconnection or Resale Agreement.

It is your responsibility to provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Information regarding 911/E911 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 Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

Additional terms and conditions, rates and charges are located for each state in the [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Telephone numbers (TNs) for Centrex Plus must be ordered in blocks, either through your [Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) or via a request to the Interconnect Service Center. TNs for Centrex Plus may not be reserved through EASE-LSR.

#### 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

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

#### Rates

Retail 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 Plus and Centron services, less any applicable resale discount, apply to resold Centrex Plus and Centron services. 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 state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional rules, regulations and policies are located in your Interconnection or Resale Agreement.

#### Optional Features

Centrex Plus and Centron 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 Plus and Centron 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.

Private Switch/Automatic Location Identification (PS/ALI) is available for Resale but is not available at a Resale discount (except in MN and WY) and must be separately purchased out of the Exchange Services Tariff for the particular State where it is located. PS/ALI requires a separate PS/ALI agreement in order to guarantee delivery of 911/E911 messaging. PS/ALI is offered separately from 911/Enhanced 911 (E911) services. For details on 911/E911 services and PS/ALI, see Access to Emergency Service (911/E911).

The following optional system features may be available with Centrex Plus and Centron 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 Call Transfer
* Automatic Route Selection
* Call Forwarding - Outside
* Call Forwarding via Private Facilities
* Call Waiting - Intragroup 3
* Call Waiting - Originating
* Camp-on and Call Waiting - Originating Options
* [Central Office - Automatic Call Distribution Service (CO-ACD)](https://www.centurylink.com/wholesale/pcat/resalecoacd.html)
* Centrex Management Systems
* Circuit Connections
* Data Call Protection
* Dial Dictation
* Digital Facility Interface
* 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** |
| Provisioned using local network transport technologies |  Fits seamlessly with other telecommunications and data services   Service is configured to your end-user's needs |
| Station lines can be customized for individual customer group |  Maintained 24 hours a day to ensure reliability   Provides intra-system calling capabilities   Provides common access to a predetermined group of system features |

### 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 as a Reseller](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).

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)](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 Plus and Centron.

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

On existing service requests, orders 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 Plus and Centron orders are submitted using the following [Local Service Ordering Guidelines](https://www.centurylink.com/wholesale/clecs/lsog.html) (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).

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 end-user, at the same location, and for the same due date.

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.

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

For 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).

#### 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 sub-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)

This section is being compiled based on your feedback

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