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

**Suspension of Service - V16.0**



**Product Description**

Suspension of Service, also referred to as Vacation Service, is offered to CenturyLink™ Local Services Platform (CLSP™) Competitive Local Exchange Carriers (CLECs) and Resellers. When you request Suspension of Service, your end-user's dial tone service will be interrupted and will not allow any outgoing or incoming call activity, including Emergency 911 (E911)/911. Telephone number and facility assignments associated with the suspended service will be reserved in CenturyLink's systems and the account will remain in active status on your CenturyLink records (i.e. service and billing).

There are two types of Suspension of Service, Full Suspension and Partial Suspension. Full Suspension of Service allows you to suspend all lines on an end-user sub-account. Partial Suspension of Service allows you to suspend some lines on an end-user sub-account. Once established, Suspension of Service will remain on your end-user's service until you request either Suspension of Service removal or complete disconnection. Suspension of Service is available with:

* Resale - Public Access Lines (PAL)
* Resale - Private Branch Exchange (PBX) Analog Non-DID Trunks
* Resale- Local Exchange Business and Residence Plain Old Telephone Service (POTS)
* CLSP Public Access Lines (PAL). For information, see [CLSP PAL](https://www.centurylink.com/wholesale/pcat/qlsppal.html)
* CLSP Private Branch Exchange (PBX) Trunks. For information, see [CLSP PBX Trunks](https://www.centurylink.com/wholesale/pcat/qlspisdnpbx.html)
* CLSP Business and CLSP Residential. For information, see [CLSP Business and Residential](https://www.centurylink.com/wholesale/pcat/qlspbusres.html)
* High-Speed Internet and [CenturyLink Commercial Broadband Services](https://www.centurylink.com/wholesale/pcat/commhighspeedia.html)

**Availability**

Suspension of Service is available in the same manner and with the same restrictions that apply for comparable CenturyLink retail or resale services.

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**Pricing**

**Rate Structure**

While CLSP services are suspended, Local Switching Originating MOU or Shared Transport charges will not be generated or billed. Monthly recurring charges for the loop, port and vertical switch features (if any) continue to apply and will be billed. The Subsequent Order Charge provided in the governing contract will be assessed when you initiate and when you remove Suspension of Service.

For resale, nonrecurring charges may apply to suspend and/or restore service.

CenturyLink retail rates, rate elements, and how they apply to Suspension of Service can be found in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Rates**

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection, Master Services, or Resale Agreement.

**Tariffs, Regulations and Policies**

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

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Suspension of Service | * Allows facilities and TN to be maintained while end-user dial tone service is temporarily disconnected
* No usage reduces monthly recurring charges
 |

**Applications**

Common applications of Suspension of Service are:

* To reserve telephone services when end-user is on vacation or traveling.
* To retain telephone numbers and facilities for end-users with seasonal services, such as ski resorts.

**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**

Pre-Ordering activity does not apply to this product.

**Ordering**

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

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-lsr.lumen.com/).

TAP credits are removed with the placement of an account on vacation service. When service is restored to normal, the customer must re-qualify for TAP.

Suspension of Service is requested by including the SUS USOC in the FEATURE field on the Resale Services (RS) form, in addition to ACT=L on the Local Service Request (LSR).

Additional LSR entries for Restoral from a Suspension of Service:

Account owner:

Submit an LSR with an ACT=B and include the RSTTYP=S on the LSR.

Other than the account owner (you are converting from another service provider) and SUS is present on the Customer Service Record (CSR) the SUS will automatically be removed from the account once it is converted to you for Conversion as Specified (ACT V or Z) requests:

* Submit an LSR with an ACT=V or Z, (conversion as specified)

If you wish to retain SUS on the account you are converting:

* Submit an LSR with an ACT of V, Z, or W
* Manual IND = Y
* Add the REMARK: Convert account and retain SUS

CenturyLink will process the orders necessary to convert the account.

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

~~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**

**Local CenturyLink 101 "Doing Business with CenturyLink"**

* This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information.  [~~Click here for Course detail and registration information.~~](http://lxdenvmap422.qintra.com:50000/wholesale/training/wbt_desc_lq101.html)Click here to learn more about this Training

View additional CenturyLink courses by clicking on ~~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)**

**What is the difference between Deny and Restore and Suspension of Service?**

Both services allow you to temporarily disconnect your end-user's account while retaining the existing telephone number(s) and facilities. CenturyLink allows you to use whichever product best meets your needs and those of your end-user.

However, since the two products have different applications in the CenturyLink Retail market, costs, due dates, and availability may vary.

This section is being compiled based on your feedback

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