[https://www.centurylink.com/wholesale/pcat/tdnpr.html](https://www.centurylink.com/wholesale/pcat/tdnpr.html%22%20%5Ct%20%22_blank)

**Temporary Disconnection for Non-Payment/Restore - V21.0**



**Product Description**

Temporary Disconnection for Non-Payment, also known as Suspend for Non-Payment, Temporary Suspend for Non-Payment or Dial Tone Denial, is offered on compatible services to Competitive Local Exchange Carriers (CLECs) and Resellers.  When you request Temporary Disconnection for Non-Payment, your end-user's dial tone service will be interrupted and will not allow any incoming or outgoing call activity, including calls to emergency services (i.e., 911). Telephone number and facility assignments associated with the temporarily disconnected 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). Once established, Temporary Disconnection for Non-Payment will remain on your end-user's service until you request either service restoral or complete disconnection.

Temporary Disconnection for Non-Payment is available with CenturyLink™ Broadband for Resale. When you request deny/restoral of any voice services with CenturyLink Broadband Service, both the voice and the broadband service will be denied/restored. For additional information, refer to the [CenturyLink Broadband for Resale PCAT.](https://www.centurylink.com/wholesale/pcat/qbr.html)

**Availability**

Temporary Disconnection/Restore is available where facilities exist throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

Temporary Disconnection/Restore is not available on a Market Expansion Line® (MEL) service in Oregon, Washington and Northern Idaho.

One-Way vs. Two-Way Temporary Disconnect on compatible Resale and commercial, finished service, local exchange services products, e.g. CenturyLink™ Local Service Platform (CLSP™).

**Pricing**

**Rate Structure**

Recurring charges do not change for services temporarily disconnected for non-payment and continue until you request service restoral or complete disconnection.

For Resale Services, a Non-recurring charge may apply when you request Restoral from Temporary Disconnection for Non-Payment.

For Commercial Local Exchange Services, the Subsequent Order Charge NRC provided in your Commercial Agreement Rate Sheet will apply once when you establish and once when you remove (Restore) Temporary Disconnection for Non-Payment.

**Tariffs, Regulations and Policies**

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

**Features/Benefits**

|  |  |
| --- | --- |
| **Features**  | **Benefits**  |
| Temporary Disconnection for Non-Payment  | * Provides end-user billing collection incentive
* Allows facilities and TN to be maintained while end-user dial tone service is temporarily disconnected
 |

**Applications**

**Migrations**

Temporary Disconnection for Non-Payment account status does not alter migration/conversion requirements. If the end-user's service is converted/migrated to another service provider, CenturyLink will issue a complete disconnect on your end-user's service.

**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/).

Temporary Disconnection and Restore service requests are submitted using the following Local Service Ordering Guidelines (LSOG) forms depending on the product:

* Centrex Resale Services (CRS)
* End User (EU)
* Local Service Request (LSR)
* Port Services (PS)
* Resale Services (RS)

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

Once you have successfully submitted a request to temporarily disconnect service, a supplement to cancel must be received by 12:00 noon Mountain Time the day prior to the scheduled due date to provide CenturyLink the time necessary to process your supplement or CenturyLink will reject your supplement. When CenturyLink receives a restore request and the deny order is pending, CenturyLink will complete the deny order and the process the restore order. Normal [Escalation procedures](https://www.centurylink.com/wholesale/clecs/exescover.html) apply or you must submit an LSR to restore.

**Temporary Disconnection and Restore for Centrex accounts other than Centrex 21**

The LSR Activity type drives the population of USOCs on POTS and Centrex 21 service orders to provision a temporary disconnect or restore.

Temporary Disconnection and Restore for lines on large Centrex accounts (other than Centrex 21) requires the change be made using a Line Class Code (LCC) rather than the USOCs that are used to provision POTS and Centrex 21 service orders. Because of this, internal systems may not recognize your Desired Due Date (DDD) as the timeframe specified as available in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html) and EASE-LSR will error the request back to you. For large Centrex requests, if the date required is earlier than that of a standard Change activity, you should submit the request with the standard Change interval and include information in the Remarks section of the LSR and mark it for Manual Handling.

Once your end-user's account has been temporarily disconnected, the only requests permitted are:

* Restoral of service
* Complete disconnection of the service
* Conversion from one CLEC to another

If you request to perform other activities and the end-user's account has been temporarily disconnected, you must submit a restore request prior to submitting your request for the other type of activity.

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Installation intervals for Temporary Disconnection for Non-Payment/Restoral can be found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

For service escalations, contact the Interconnect Service Center (ISC) at 866-434-2555. Additional information regarding the ISC can be found in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.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**

Applicable non-recurring and recurring charges will be billed via[~~Billing Information - Customer Record 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)

**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](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html).

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)**

This section is being compiled based on your feedback.

**Last Update:**April 9, 2015

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