**Wholesale Customer Contacts - V145.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/200308/HLWCCV145.doc)

Various CenturyLink™ Wholesale Organizations support your service delivery efforts. Refer to individual CenturyLink [Wholesale Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) for specific details or contact your CenturyLink [Account Team/Sales Executive or Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information. You may also contact CenturyLink via [Customer Service](https://www.centurylink.com/wholesale/customerservice.html).

**Doing Business with CenturyLink**

CenturyLink provides step by step instructions and a checklist to guide you as you establish your relationship with CenturyLink. To work through this process with a CenturyLink representative, contact the [Manager - Interconnection Agreements](mailto:intagree@CenturyLink.com) by e-mail to begin negotiations.

If you are a new Competitive Local Exchange Carrier (CLEC) and are ready to do business with CenturyLink, view the [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) or the [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](https://www.centurylink.com/wholesale/clecs/amendments.html) or your [Customer Questionnaire](https://www.centurylink.com/wholesale/clecs/newcustquestionnaire.html), see those product catalogs for additional information.

**Account Team / Sales Executives and Service Managers**

Your CenturyLink Account Team will be your first point of contact to begin conducting business with CenturyLink. [Click here](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) to view the Account Team / Sales Executives and Service Managers Roles and Responsibilities. For all CenturyLink commercial local exchange services products(e.g. CenturyLink Local Service Platform ™(CLSP™), sales and service support will be handled by your Service Manager. If you do not know your assigned CenturyLink Sales Executive or Service Manager, use the [CenturyLink - Wholesale Team Tool (CWTT)](https://www.centurylink.com/wholesale/ccdb) to locate the CenturyLink Sales Executive or Service Manager assigned to your company. If you do not find your CenturyLink Sales Executive or Service Manager, please contact our [Wholesale Service Management Group](mailto:whsvcmgt@centurylink.com) for assistance.

Calls to CenturyLink may be monitored or recorded. You will hear the following announcement when you call: "Thank you for calling CenturyLink. This call may be monitored or recorded for quality assurance or training purposes".

**Availability**

Wholesale Customer Contacts are available throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

**Pricing**

**Tariffs, Regulations and Policies**

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](http://tariffs.qwest.com:8000/Q_Tariffs/index.htm).

**Implementation**

**Pre-Ordering**

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

Detailed information on how to use CenturyLinks IMA Pre-Ordering functions can be found in the [IMA GUI](https://www.centurylink.com/wholesale/ima/gui/index.html) and [Extensible Markup Language (XML)](https://www.centurylink.com/wholesale/ima/xml/index.html).

**Requesting Customer Service Records (CSRs)**

To request a CenturyLink Customer Service Record (CSR), contact the Customer Service Inquiry and Education (CSIE) Center:

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| --- | --- | --- | --- |
| **To Request a CSR** | **Contact** | **E-mail** | **Hours of Operation** |
| CSR Hotline for Local Service Requests (LSRs) | 866-434-2555  Or use Click To Chat link located on the [Customer Service page](https://www.centurylink.com/wholesale/customerservice.html). | Send an e-mail request to [csie@CenturyLink.com](mailto:csie@CenturyLink.com?subject=CSR_Request). To initiate your e-mail CSR request, you need to complete and send the [CSR Request Form](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDCSRRequestform01-2012.xls), which will be processed on a first in - first out basis. | Monday-Friday 7:00 AM - 7:00 PM Mountain Time |

If you are not an IMA user, you may contact the CSIE to perform Loop Qualifications at 1-866-434-2555 or use the Click to Chat feature.

If your end-user requires extensive and complex facility rearrangement/relocation/replacement related to construction, demolition, planning and placement of conduit and Network Interface Device (NID), right-of-way, or other situations that will require engineering and special construction, the property owner/developer may contact the Developer Contact Group (DCG) to obtain the CenturyLink engineer's name and telephone number for a consultation on their project. CLECs will not be provided information by the Developer Contact Group (DCG). Engineer information must be provided directly to the property owner/developer.

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| **For assistance with:** | **Who to Contact** | **Contact Number** | **Hours of Operation** |
| Property Owner or Developer who needs to request consultation with a CenturyLink engineer | Developer Contact Group (DCG) | 800-526-3557 | Monday-Friday 7:00 AM - 5:00 PM Mountain Time |

CLECs may contact the DCG on behalf of an end user customer (with or without the customer on the line) but must contact their Service Manager first and then the Service Manager may conference the DCG for consultation on the end user's project.

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| **For Assistance with:** | **Who to Contact** |
| CLECs needing to request consultation with a CenturyLink engineer | Service Manager |

**Ordering**

General ordering activities are described in the [VFO User Documentation](https://www.centurylink.com/wholesale/downloads/2023/06/Customer%20Contact%20PCAT%20-%20DL%20Updates%2006072023.docx)

|  |  |  |
| --- | --- | --- |
| **For assistance with:** | **Contact** | **Hours of Operations** |
| EASE Directory Listing Orders | LSR Order Support – Assistance issuing EASE Orders: 866 434-2555  <https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html>   * Reference: [IMA to EASE Differences](https://www.centurylink.com/wholesale/downloads/2023/02/IMA%20to%20EASE%20differences%20-%20rewrite_Letty%20Walker.docx) * Directory Listing [Download](https://www.centurylink.com/wholesale/downloads/2021/210301/directory%20listing.mp4) * JB Order New Install [Download](https://www.centurylink.com/wholesale/downloads/2021/210301/JB%20Order%20New%20Install.mp4) |  |
| EASE FBDL Local Response (LR) Support | Email: [Complex Listings .Escalations@centurylink.com](mailto:ComplexListings.Escalations@centurylink) | Monday - Friday 7:00 AM - 5:00 PM Mountain Time |

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| **For assistance with** | **Who to Contact** | **Contact Number** | **Hours of Operation for DLIS only** |
| DLIS NOTE: System hours of operation are available at: [http://www.CenturyLink.com/ wholesale/cmp/ ossHours.html](https://www.centurylink.com/wholesale/cmp/ossHours.html) | Wholesale Systems Help Desk | 888-796-9102 | Monday - Friday 6:00 AM - 5:30 PM Mountain Time (Pager assistance provided 5:30 PM - 7:00 PM) Saturday 7:00 AM - 2:00 PM Mountain Time |

**Thryv**

|  |  |  |  |
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| **For assistance with** | **Who to Contact** | **Contact Number** | **Hours of Operation** |
| Requesting Published Directories | Thryv | 877-243-8339 | Monday - Friday 7:00 AM - 6:00 PM Mountain Time |
| Directory Delivery (Thryv White Pages and Thryv Pages) | Thryv | 877-243-8339 | Monday - Friday 7:00 AM - 6:00 PM Mountain Time |
| Thryv CLEC Relations Contact | [Tammy.Nearing@thryv.com](mailto:Tammy.Nearing@thryv.com) | 844-339-6334 | N/A  N/A |
| Thryv Publisher Services | For Billing Questions | 844-339-6334 | N/A |
| Thryv Publisher Services | For Directory Advertising | 844-339-6334 | N/A |

**Service Request Order Processing**

General ordering activities can be found in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html) with provisioning and installation activities identified in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

To discuss order processing or to send associated information to the Center for processing, contact our Customer Service Center. Based on the location of your end-user and the type of service you requested, Local or Access Services, our Service Center numbers are:

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| --- | --- | --- | --- |
| **Location** | **Contact** | **FAX (only for manual processing LSRs)** | **Hours of Operation** |
| Customer Service Inquiry and Education (CSIE) Center | 866-434-2555 OR [csie@CenturyLink.com](mailto:csie@CenturyLink.com)\*  Or use Click To Chat link located on the [Customer Service page](https://www.centurylink.com/wholesale/customerservice.html). | 888-796-9089 - All but Simple Port requests  877-343-7542 - Simple Port requests only | Monday-Friday 7:00 AM - 7:00 PM Mountain Time |

If calling to discuss multiple items, up to five tickets per call can be opened.

\*For all e-mails sent, a call center ticket will be opened. Status assigned to that ticket is based on the guidelines found in the Ordering Overview. If your contact requires assistance within two hours, CenturyLink recommends you call and not send an e-mail. CenturyLink will respond to your e-mail via a phone call and provide you with the call center ticket number. Include your "can be reached" telephone number in your e-mail.

Only in the case of orders due to complete on a Saturday that require a same day cancellation, due date change or concurrence should a call be made to 218-310-9440. All other requests should be made the next business day.

**Status and Notification on LSRs**

For status of requests or notifications, including Firm Order Confirmation (FOCs) and Service Order Completions (SOCs), access IMA Post Order functionality first. Direction is provided in the [IMA User Guide](https://www.centurylink.com/wholesale/ima/gui/index.html) in the After Submitting Service Requests section for:

* Viewing notices for service requests
* Monitoring the current status of service requests and/or service orders
* Checking status history
* Checking the estimated start time for service orders
* Reviewing Design Layout Reports (DLRs)

For efficiency, it is recommended that status and notification detail be retrieved via IMA. You may also contact the CSIE for this information.

**Jeopardy Notification Response Period**

Within 72 hours of receiving the initial jeopardy notice, either an updated jeopardy notification with more specific details of the jeopardy condition or a FOC advising of the new Due Date will be sent to you. If an updated jeopardy notice is sent, we will also send a FOC advising you of the Due Date CenturyLink can meet when the RFS date is known. Updated notification will be provided within that 72 hour period.

See the matrix under the Jeopardy Notice Timeline section of the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

* Access Service Requests (ASRs)

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| --- | --- | --- | --- |
| **Product/Service** | **Contact** | **FAX** | **Hours of Operation** |
| LOAs and all service requests except Frame Relay | 866 434-2555  Or use Click To Chat link located on the [Customer Service page](https://www.centurylink.com/wholesale/customerservice.html). | 800-335-5680 | Monday-Friday 7:00 AM - 5:00 PM Mountain Time |
| Frame Relay | 866 434-2555 | 800-636-8721 | Monday-Friday 7:00 AM - 5:00 PM Mountain Time |

**Emergency & Annoyance Call Handling**

You will be assisted by CenturyLink when dealing with telephone harassment, wiretapping and other law enforcement requests.  CenturyLink will provide tracing and \*57 (Call Trace) support.  The procedures for Call Trace must be followed prior to calling CenturyLink. To become familiar or review these procedures see [Call Trace](https://www.centurylink.com/wholesale/clecs/features/calltrace.html).

To request tracing assistance your personnel will contact the CenturyLink.

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| **For Assistance** | **Contact** | **Hours of Operation** |
| CenturyLink | 800-244-1111 FAX 206 345-8394 | 8:00 AM - 5:00 PM Mountain Time |

CenturyLink Customer Service Centers are closed on the following holidays:

* New Years Day
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving Day
* Christmas Day

**Provisioning and Installation**

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

Firm Order Confirmation (FOC) intervals are available in the [SIG](https://www.centurylink.com/wholesale/guides/sig/index.html).

**Loss and Completion Reports**

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| --- | --- | --- |
| **For assistance with:** | **Contact** | **Hours of Operation** |
| No File Received, Data Content, Missing Orders or Incorrect Data, Change Transport Medium, Re-send Report | Wholesale Systems Help Desk at 888-796-9102 | Monday - Friday 6:00 AM - 5:30 PM Mountain Time (Pager assistance provided 5:30 PM - 7:00 PM) Saturday 7:00 AM - 2:00 PM Mountain Time |
| Loss and Completion Reports not received | CenturyLink Service Manager |  |

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

Organized geographically, CenturyLink's Repair Centers are grouped into Wholesale Product or Service Designed and Non-Designed Maintenance and Repair teams:

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| --- | --- | --- | --- | --- |
| **Repair Centers** | **Product/Services** | **State** | **Contact** | **Hours of Operation** |
| CenturyLink Wholesale Repair Center | Design UNE and Complex Products and Services:   * LIS Trunking * Resale * CenturyLink Local Service Platform™ (CLSP™) * Unbundled Loop * Network Element Switching * Unbundled Transport * Line Sharing | All | 800-223-7881 | Available 24/7 |
| EEL/LMC | AZ, CO, ID,MT, NM, OR, UT, WA, WY | 800-223-7881 | Available 24/7 |
| EEL/LMC | IA, MN, ND, NE, SD | 866-706-0619 | Available 24/7 |
| Repair Call Handling Center (RCHC) | Non-Design POTS:   * Resale - Simple Residential (1FR) * Resale - Simple Business (1FB) * CLSP POTS * Unbundled Distribution Sub-Loop | All | 888-405-0083 | Available 24/7 |
| CenturyLink Commercial Broadband Services Technical Support Center | CenturyLink Commercial Broadband Services | All | 800-247-7285 | Available  24/7 |
| Or use Click To Chat link located on the [Customer Service page](https://www.centurylink.com/wholesale/customerservice.html). |  |  | Available Monday-Friday  6:00 AM – 12:00 AM Mountain Time |
| CSIE | If your service request was completed within the past 24 hours | All | 866-434-2555 | Monday-Friday 7:00 AM - 7:00 PM Mountain Time |

**Enhanced Services Center (ESC)**

The ESC handles calls if your end-user is experiencing difficulty related to Business or Residential Voice Messaging Services or Advanced Intelligent Network (AIN) call features security code (password) resets.

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| --- | --- | --- |
| **Service** | **Contact** | **Hours of Operation** |
| Voice Messaging Services | 800 776-2781 | Available 24/7 |
| AIN security code resets | 800 770-2513 | Available 24/7 |

**CenturyLink CLEC Coordination Center (QCCC)**

The CenturyLink CLEC Coordination Center (QCCC) handles all unbundled loop product installations (Basic and Coordinated) throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html). The QCCC Coordinators are responsible for insuring the successful completion of the coordinated installation.

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| --- | --- | --- |
| **QCCC** | **Contact** | **Hours of Operation** |
| For installation | 866-549-3846 | Monday - Friday 6:00 AM to 7:00 PM Mountain Time |
| For Warranty | 866-549-3846 | Available 24/7 |

Some of the functions the QCCC can assist with on Unbundled Loop (UBL) installation are:

* Questions or concerns related to Unbundled Loop installation
* To inquire about testing information provided on Unbundled Loops where "Basic Installation with Performance Testing", Basic Installation with Cooperative Testing", or Coordinated Installation with Cooperative Testing" was selected as the installation option on the LSR
* To accept the UBL circuit
* Warranty service where technicians will work to resolve any maintenance issues for 30 days after installation

**Escalations**

You may initiate an escalation of your service request at any time during the ordering or repair process by calling the appropriate center. Refer to our [Expedites & Escalations Overview](https://www.centurylink.com/wholesale/clecs/exescover.html) to review our escalation process.

**Billing**

CenturyLink's Billing staff assists with your CenturyLink billing questions. Refer to the following for specific billing related information:

* [Billing Information - Billing and Receivable Tracking (BART)](https://www.centurylink.com/wholesale/clecs/bart.html)
* [Billing Information - Customer Records and Information Systems (CRIS)](https://www.centurylink.com/wholesale/clecs/cris.html)
* [Billing Information - Carrier Access Billing System (CABS)](https://www.centurylink.com/wholesale/clecs/cabs.html)
* [Billing Information - Local Exchange Carrier Invoice System (LEXCIS)](https://www.centurylink.com/wholesale/clecs/lexcis.html)
* [Billing Information - Taxes and Tax Exemption](https://www.centurylink.com/wholesale/clecs/taxexempt.html)

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| **CenturyLink Billing Centers** | **Contact** | **Hours of Operation** |
| All including GET and LEXCIS Billing | 800-335-5672 | Monday-Friday 8:00 AM - 4:00 PM Central Time |

Some CenturyLink products generate usage records or call detail processed within the CRIS billing system. For information regarding these records, refer to [Billing Information - Daily Usage File (DUF)](https://www.centurylink.com/wholesale/clecs/duf.html)

**Wholesale Systems Help Desk**

Wholesale Systems Help Desk is your single point of contact for system related questions regarding connectivity issues, outputs and system outages. If unable to assist you, the Help Desk professional will refer your information to the proper Subject Matter Expert (SME). The SME will either contact you directly or pass the resolution information to the Help Desk professional who will then provide you the information and confirm resolution.

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| **Wholesale Systems Help Desk** | **Contact** | **Hours of Operation** |
| * Single point of contact for systems related questions * Retransmission or technical problems with DUF transmission * Loss and Completion Reporting * Electronic System Interface Outage - IMA unavailable for extended period of time   NOTE: System hours of operation are available at: [http://www.CenturyLink.com /wholesale/cmp/ossHours.html](https://www.centurylink.com/wholesale/cmp/ossHours.html) | 888-796-9102 | Monday - Friday 6:00 AM - 5:30 PM Mountain Time (Pager assistance provided 5:30 PM - 7:00 PM) Saturday 7:00 AM - 2:00 PM Mountain Time |

**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 to learn more about this course and to register](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html).

View additional CenturyLink courses by clicking on [Course Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html)

**Frequently Asked Questions (FAQs)**

This section is currently being compiled based on your feedback.

**Last Update:**March 9, 2020

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