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

**NOTE:** CenturyLink Broadband for Resale service is grandfathered effective March 1, 2019 and is no longer available as a new service effective in all CenturyLink QC states. Contact your CenturyLink Sales Executive for additional information.

**CenturyLink™ Broadband for Resale - V33.0**

**Note: This product is also known as Qwest® Broadband for Resale (QBR)**

[History Log](https://www.centurylink.com/wholesale/downloads/2019/190228/HL_CenturyLink_Broadband_for_Resale_V33.doc)

**Product Description**

CenturyLink Broadband for Resale 2016 (CBR) is the contractual name for wholesale, commercial, high speed internet services purchased by Competitive Local Exchange Carriers and Resellers (collectively referred to herein as "CLECs") for resale to their Resale and CenturyLink™ Local Services Platform (CLSP™) end user customers.

Whether called broadband, high-speed internet, or Digital Subscriber Line (DSL), this service provides end users with fast and reliable internet connectivity and continuous dedicated access to a selected Internet Service Provider (ISP) with compatible Resale and CLSP™ products.

With CBR 2016, CLECs will now have access to CenturyLink's latest deployment of Ethernet-based ADSL2+ and VDSL 2 transport technologies. The CLEC keeps the same quality Rate Adaptive Subscriber Line (RADSL) Asynchronous Transport Mode (ATM) based transport without internet access and with the addition of Ethernet services CLECs now have access to faster transport packaged with CenturyLink internet access service.

CBR 2016 is available with voice services (voice and data are transmitted concurrently over a single local loop and 'split' at the serving central office or remote terminal) or on a data only, no-voice ('standalone') basis. Connection speeds from up to 256Kbps downstream to up to 40Mbps downstream are available dependent upon network configuration and compatibility.

CBR 2016 is billed to you at compelling month-to-month wholesale rates. With significant discounts off of residential and business retail rack rates, you're sure to agree that CBR 2016 offers compelling margin opportunities while helping to complete your end-user service offerings!

Highlights of CBR 2016 Enhancements;

* Expanded access to include many Ethernet-based services
* Where available, downstream speeds of up to 40Mbps and upstream speeds of up to 5Mbps
* Connectivity to CenturyLink-provided internet access (no email)
* Purchase of modems

For information regarding product availability in the former Embarq and CenturyTel markets, please use the following link: <http://www.centurylink.com/wholesale/pcat/wbsaresale.html>.

**CBR 2016 with CLSP™ Voice Services**

CBR 2016 is available with compatible [CLSP™ Business and Residential](https://www.centurylink.com/wholesale/pcat/qlspbusres.html), [CLSP PBX Analog (non-DID trunks)](https://www.centurylink.com/wholesale/pcat/qlspisdnpbx.html), and [CLSP](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html)™ [Centrex 21](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html), [CLSP](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html)™ [Centrex Plus](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html), and [CLSP](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html)™ [Centron](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html)® services. Standalone service is not available with CLSP™.

**CBR 2016 with Resale Services**

CBR 2016 is available with compatible [Resale Business and Residence Service](https://www.centurylink.com/wholesale/pcat/resaleexchangeservices.html), [PBX Trunk Service](https://www.centurylink.com/wholesale/pcat/pbx.html), [Centrex 21](https://www.centurylink.com/wholesale/pcat/resalecentrex21.html), [Centrex Plus and Centron](https://www.centurylink.com/wholesale/pcat/resalecentrexplus.html)®, and [Centrex Prime](https://www.centurylink.com/wholesale/pcat/resalecentrexprime.html)®.

Standalone CBR 2016 Service is also available under the Resale process. Standalone service is strictly a data line and does not include analog voice transmission capabilities or 911 services.

**The following CBR 2016 services are available:**

|  |  |  |
| --- | --- | --- |
| **ADSL/ATM Services for Business End-Users (Business, Centrex, and PBX)** | | |
| **Product** | **USOC** | **Connection Speeds up to** |
| High-Speed Internet not including Internet Access or ISP features |  |  |
| 256k / 256k (with voice) | GRLSB | 256 Kbps downstream/upstream |
| 640k / 256k (with voice) | GRLA8 | 640 Kbps downstream/256 Kbps upstream |
|  |  |  |
| 1.5M / 896k (with voice) | GRLZB | 1.5 Mbps downstream/896 Kbps upstream |
| 1.5M / 896k Standalone (no voice) | GRLZC | 1.5 Mbps downstream/896 Kbps upstream |
|  |  | The provisioned Connection Speed depends on loop qualification: |
| 3M / 640k (with voice) | GRL3B | 3 Mbps downstream/640 Kbps upstream |
| 5M / 896k (with voice) | GRL5B | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k (with voice) | GRL7B | 7 Mbps downstream/896 Kbps upstream |
|  |  |  |
| 3M / 640k Standalone (no voice) | GRL3C | 3 Mbps downstream/640 Kbps upstream |
| 5M / 896k Standalone (no voice) | GRL5C | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k Standalone (no voice) | GRL7C | 7 Mbps downstream/896 Kbps upstream |
|  |  |  |
| Add Office Basic | NMO77 | Available on all Connection speeds listed above |
|  | | |
|  | | |

|  |  |  |
| --- | --- | --- |
| **ADSL2+ and VDSL2 Ethernet Services for Business End-Users (Business, Centrex, and PBX)** | | |
| **Product** | **USOC** | **Connection Speed up to** |
| Office Basic (required) | NMO77 |  |
| 1.5M / 896k Office Basic (with voice) | EHXDB | 1.5 Mbps downstream/896 Kbps upstream |
|  |  |  |
| 1.5M / 896k Office Basic Standalone (no voice) | EHXDC | 1.5 Mbps downstream/896 Kbps upstream |
|  |  |  |
|  |  | The provisioned Connection Speed depends on loop qualification: |
|  |  |  |
| 7M / 896k Office Basic (with voice) | EHXE8 | 3 Mbps downstream/640 Kbps upstream |
|  | EHXCB | 5 Mbps downstream/896 Kbps upstream |
|  | EHXBB | 7 Mbps downstream/896 Kbps upstream |
|  |  |  |
| 7M / 896k Office Basic Standalone (no voice) | EHXE9 | 3 Mbps downstream/640 Kbps upstream |
|  | EHXCC | 5 Mbps downstream/896 Kbps upstream |
|  | EHXBC | 7 Mbps downstream/896 Kbps upstream |
|  |  |  |
|  |  |  |
| 10M / 1M (with voice, only available with VDSL2) | EFXJB | 10Mbps downstream/ 1Mbps upstream |
|  |  |  |
| 10M / 1M Standalone (no voice, only available with VDSL2) | EFXJC | 10Mbps downstream/ 1Mbps upstream |
|  |  |  |
|  |  |  |
| 12M / 896k Office Basic (with voice) | EHXAB | 12Mbps downstream/ 896Kbps upstream |
|  |  |  |
| 12M / 896k Office Basic Standalone (no voice) | EHXAC | 12Mbps downstream/ 896Kbps upstream |
|  |  |  |
|  |  | The provisioned Connection Speed depends on loop qualification: |
|  |  |  |
| 5M / 5M Office Basic (with voice) | EHXKB | 5Mbps downstream/ 5Mbps upstream |
|  | EHXLB | 7Mbps downstream/ 5Mbps upstream |
|  |  |  |
| 7M / 5M  Office Basic Standalone (no voice) | EHXKC | 5Mbps downstream/ 5Mbps upstream |
|  | EHXLC | 7Mbps downstream/ 5Mbps upstream |
|  |  |  |
|  |  |  |
| 12M / 5M Office Basic (with voice) | EHXMB | 12Mbps downstream/ 5Mbps upstream |
|  |  |  |
| 12M / 5M Office Basic Standalone (no voice) | EHXMC | 12Mbps downstream/ 5Mbps upstream |
|  |  |  |
|  |  |  |
| 20M / 896k Office Basic (with voice) | EHXHB | 20 Mbps downstream/ 896 Kbps upstream |
|  |  |  |
| 20M / 896k Office Basic Standalone (no voice) | EHXHC | 20 Mbps downstream/ 896 Kbps upstream |
|  |  |  |
|  |  |  |
| 20M / 5M Office Basic (with voice) | EHXNB | 20 Mbps downstream/ 5 Mbps upstream |
|  |  |  |
| 20M / 5M Office Basic Standalone (no voice) | EHXNC | 20 Mbps downstream/ 5 Mbps upstream |
|  |  |  |
|  |  |  |
| 40M / 5M Office Basic (with voice) | EHXOB | 40 Mbps downstream/ 5 Mbps upstream |
|  |  |  |
| 40M / 5M Office Basic Standalone (no voice) | EHXOC | 40 Mbps downstream/ 5 Mbps upstream |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **ADSL/ATM Services for Residential End-Users** | | |
| **Product** | **USOC** | **Connection Speeds up to:** |
| High-Speed Internet not including Internet Access or ISP features |  |  |
| 256k /256k **(with voice)** | GRLSM | 256 Kbps downstream/upstream |
| 640k / 256k **(with voice)** | GRLAM | 640 Kbps downstream/256 Kbps upstream |
| 1.5M / 896k**(with voice)** | GRLZM | 1.5 Mbps downstream/896 Kbps upstream |
| 1.5M / 896k Standalone **(no voice)** | GRLZS | 1.5 Mbps downstream/896 Kbps upstream |
| High-Speed Internet not including Internet Access or ISP features |  | The provisioned Connection Speed depends on loop qualification: |
| 3M / 640k **(with voice)** | GRL3M | 3 Mbps downstream/640 Kbps upstream |
| 5M / 896k **(with voice)** | GRL5M | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k **(with voice)** | GRL7M | 7 Mbps downstream/896 Kbps upstream |
| 3M / 640k Standalone **(no voice)** | GRL3S | 3 Mbps downstream/640 Kbps upstream |
| 5M /896k Standalone **(no voice)** | GRL5S | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k Standalone **(no voice)** | GRL7S | 7 Mbps downstream/896 Kbps upstream |
| Add Internet No E-Mail | NMO4T | Available on all Connection speeds listed above |

|  |  |  |
| --- | --- | --- |
| **ADSL2+ and VDSL2 Ethernet Based Services for Residential End-Users with No E-Mail Included** | | |
| **Product** | **USOC** | **Connection Speeds up to:** |
| Internet No E-Mail (required) | NMO4T | Applied with each transport USOC |
| 1.5M / 896k **(with voice)** | EHXDX | 1.5 Mbps downstream/896 Kbps upstream |
| 1.5M / 896k Standalone **(no voice)** | EHXDS | 1.5 Mbps downstream/896 Kbps upstream |
|  |  | The provisioned Connection Speed depends on loop qualification: |
| 3M / 640k **(with voice)** | EHXE7 | 3 Mbps downstream/640 Kbps upstream |
| 5M / 896k **(with voice)** | EHXCX | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k **(with voice)** | EHXBX | 7 Mbps downstream/896 Kbps upstream |
| 3M / 640k Standalone **(no voice)** | EHXEJ | 3 Mbps downstream/640 Kbps upstream |
| 5M / 896k Standalone **(no voice)** | EHXCS | 5 Mbps downstream/896 Kbps upstream |
| 7M / 896k Standalone **(no voice)** | EHXBS | 7 Mbps downstream/896 Kbps upstream |
| 10M / 1M **(with voice, only available with VDSL2)** | EFXJX | 10 Mbps downstream/1Mbps upstream |
| 10M / 1M Standalone **(no voice, only available with VDSL2)** | EFXJS | 10 Mbps downstream/1Mbps upstream |
| 12M / 896k **(with voice)** | EHXAX | 12Mbps downstream/ 896Kbps upstream |
| 12M / 896k Standalone **(no voice)** | EHXAS | 12Mbps downstream/ 896Kbps upstream |
|  |  | The provisioned Connection Speed depends on loop qualification |
| 5M / 5M **(with voice)** | EHXKX | 5Mbps downstream/ 5Mbps upstream |
| 7M / 5M **(with voice)** | EHXLX | 7Mbps downstream/ 5Mbps upstream |
| 5M / 5M Standalone **(no voice)** | EHXKS | 5Mbps downstream/ 5Mbps upstream |
| 7M / 5M Standalone **(no voice)** | EHXLS | 7Mbps downstream/ 5Mbps upstream |
| 12M / 5M **(with voice)** | EHXMX | 12Mbps downstream/ 5Mbps upstream |
| 12M / 5M Standalone**(no voice)** | EHXMS | 12Mbps downstream/ 5Mbps upstream |
| 20M /896k **(with voice)** | EHXHX | 20 Mbps downstream/ 896 Kbps upstream |
| 20M / 896k Standalone **(no voice)** | EHXHS | 20 Mbps downstream/ 896 Kbps upstream |
| 20M / 5M **(with voice)** | EHXNX | 20 Mbps downstream/ 5 Mbps upstream |
| 20M / 5M Standalone **(no voice)** | EHXNS | 20 Mbps downstream/ 5 Mbps upstream |
| 40M / 5M **(with voice)** | EHXOX | 40 Mbps downstream/ 5 Mbps upstream |
| 40M / 5M Standalone **(no voice)** | EHXOS | 40 Mbps downstream/ 5 Mbps upstream |

Downstream speeds refer to data rates from the network to the end-user. Upstream speeds refer to data rates from the end-user to the network. Service speeds are "up to" and CenturyLink will provision your line at the maximum speed it qualifies for within the speed range of the service you selected. Actual speed varies depending on various factors. CenturyLink may limit speeds.

**Availability**

CBR 2016 Services are available where facilities exist throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html) on loops that meet specific conditions, e.g., distance from the CO, as determined by the "loop qualification" process.

CenturyLink broadband may not be available in all areas or at the rates or speeds generally marketed. Availability of service depends on availability and limits of CenturyLink wire centers and facilities. Service will not be provided using unsuitable facilities or if provision of service creates interference with other services. Service is offered only to location(s) qualified by CenturyLink line qualification procedures. Some lines may not qualify for the service even if initial tests qualified such lines. Speed and availability of service are not guaranteed and may be limited by a variety of factors including but not limited to the physical condition of the line and wiring at the location, of service, phone line qualifications, computer performance/configuration, and network/Internet congestion. Service is provided on a per-line basis, and the actual throughput and connection speed of your service depends on a number of factors such as Internet traffic and congestion or bandwidth, distance of the premises from a CenturyLink central office, viruses or spy ware, server speed of the Web sites to which the end user connects, traffic and congestion on the premises network or corporate LAN, and Windows PC settings, in addition to the factors listed above. Uninterrupted or error-free service is not guaranteed.

If an end user with broadband service moves to another location (including a move within the same building) broadband service is not guaranteed at the new location. The new/moved line must be re-qualified for Service and nonrecurring charges (NRCs) applicable to new Service will apply.

CenturyLink Retail High Speed Internet/Broadband Service Promotions are not available.

Grandfathered CenturyLink DSL services, such as CenturyLink DSL Pro products, installed under predecessor wholesale broadband contracts, e.g. CenturyLink Commercial Broadband Services (QCBS), remain available under CBR unless or until notification is provided by CenturyLink. CenturyLink will accept no order activity except Disconnection on the broadband portion of these lines. Rates for the services are published in the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement/).

**Broadband Technology Availability Restrictions**

Certain CenturyLink retail broadband products may not be available in all areas with broadband availability. Availability may be determined by both capacity and/or the technology deployed in the area of the broadband request. When you request conversion to wholesale of any existing account that includes these or any other unavailable broadband services, you may request retention of broadband functionality by changing that unavailable service to one of the available products listed in this PCAT (provided that the impacted end-user premises loop qualifies for service).

CenturyLink continues to upgrade its network to support the increasing demand for end user bandwidth. As a result, traditional ATM based technology is being overlaid or increasingly replaced with Ethernet based ADSL2+ and VDSL2 technology. Ethernet based infrastructure may also be referred to as Fiber to the Node (FTTN) or Gigabit Passive Optical Network (GPON).

CenturyLink IP Broadband services installed with CLSP™ or Resale lines due to Service Interference issues under predecessor wholesale broadband contracts, e.g. QCBS, remain available under CBR 2016 unless or until notification is provided by CenturyLink. CenturyLink will accept no order activity except Disconnection on the broadband portion of these lines. Rates for the services are published in the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement/).

**Modems:**

Modems are available for purchase from CenturyLink. Shipping and delivery charges will also apply.

No bulk purchase option for modems is available through CenturyLink.

If CLEC provides modems to the end user, such modems must be compatible with the service and transport technology. For ADSL2+ provisioned EHXXX services, an approved PPPOE compatible modem is required. For new VDSL2 provisioned EHXXX service, a VDSL2 compatible modem is required. Conversion or upgrade of existing service may also require a modem change.

If a modem is purchased on your CenturyLink order, CenturyLink will determine which modem is compatible with the transport technology. CenturyLink reserves the right to change available modem manufacturers and/or select the modem models. See [CenturyLink Modems](http://internethelp.centurylink.com/internethelp/modems.html).

When converting from a Retail to Wholesale service, the end user must go to www.centurylink.com/returns to request a shipping return label. If the end user has an email address on file, they will also receive a notice from CenturyLink with this process specified.

**Internet Access:**

When choosing CenturyLink High-Speed® Internet No E-Mail or Office Basic®, CenturyLink will provide the internet access. Internet access does not include email or premium ISP features.

CLECs may continue to order and purchase CenturyLink Connect® not including Internet Access or ISP features for residential lines or CenturyLink™ High-Speed Internet not including Internet Access or ISP features for business lines, but CLECs must then choose an ISP provider.

**Installation Options:**

CLEC provides installation direction to the end user for all services utilizing a third party ISP.  This may include the Self-Install option or a CLEC provided technician installation.

In addition to the Self Install option or a CLEC provided technician installation, for service that includes HSI No E-Mail Included/Office Basic the CLEC may choose to have a CenturyLink technician installation.  
  
Tech Installation -the CenturyLink technician connects a single or multiple (Residence up to 5, Business up to 8) wired and wireless computers to a CenturyLink modem/gateway to the HSI service.

A tech install is recommended for orders with 12Mbps or higher downstream or 5Mbps or higher upstream speeds by CenturyLink technician.  The reason for the tech install for these speeds is to ensure the full capability is delivered to the end user. To ensure optimum performance, a Tech Installation is highly recommended for HSI with 12Mbps or higher download speed or 5Mpbs and higher upstream speeds. The installation optimizes the connection and service, eliminating interference caused by the customer’s inside wire. If you choose not to have a DSL Tech Install, include the following in the Remarks field:  
“DSL Tech Install refused.”  For Tech Install and Ordering requirements see

[*DSL Tech Install Ordering*](https://www.centurylink.com/wholesale/pcat/qbr.html#modeminstall)*.*

**Terms and Conditions**

CBR 2016 services are provided under terms and conditions and rates of a [Commercial Agreement](https://www.centurylink.com/wholesale/clecs/commercialagreements.html).

Unless requesting Standalone service, you must also be the provider of record of the underlying voice service when requesting broadband service. Please contact your [Account Manager](http://www.centurylink.com/wholesale/ccdb/) for assistance.

You may order new service subject to loop qualification and availability or convert existing CenturyLink retail end users with high speed internet service to CenturyLink Resale or CLSP™ service and maintain the high speed internet service, if that service is available with CBR 2016, as provided in [Product Description](https://www.centurylink.com/wholesale/pcat/qbr.html#prod). Following service conversion, any existing Customer Premise Equipment (CPE) (e.g., modems, filters) will not be maintained or changed by CenturyLink.

It is your responsibility to provide your end-users with CPE, marketing materials, installment instructions, and Tier 1 Technical Support. You may choose, however, to purchase modems, filters and installation instructions from CenturyLink. Tier 1 Technical support and any other peripherals will remain your sole responsibility.  CPE must meet current minimum [System Requirements](http://qwest.centurylink.com/internethelp/modems.html) and the end user must be equipped with a currently qualified [CenturyLink Modem](http://qwest.centurylink.com/internethelp/modems.html).

|  |  |  |
| --- | --- | --- |
| **Modem Technology** | **USOC\*** | **Res/Bus Modem Type** |
| ADSL/ADSL2+ | DXLY6 | Res/Bus - Advanced wireless |
| VDSL2 | DXLY6 | Res/Bus - Advanced wireless |

Upon order completion, the modem and shipping charges will be added and reflected on the bill.

Additional filters may be purchased using USOC DXLYA. If ordered at time of modem order then no shipping applies. If ordered separately shipping and handling will apply.

Installing or using CenturyLink broadband with CPE that does not meet minimum system requirements limits functionality, availability, and support and may damage CPE, software, peripherals or data. CenturyLink reserves the right to revise minimum requirements.

When ordering a GRLXX service, you must select a qualifying ISP (including CenturyLink) when you submit your service request. If your selected ISP no longer has a relationship with CenturyLink or no longer offers service in your area, CenturyLink will contact you to determine a qualifying alternative ISP and the destination change charge will be waived. Note that destination change charges do apply for any other ISP changes.

When ordering an EHXXX service, CenturyLink must be selected as the ISP (NMOXX USOC).

**Service Conditions**

You and your end-users are subject to the CenturyLink™ Broadband Subscriber Agreement, [Acceptable Use Policy (AUP)](http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/), and Excessive Use Policy (EUP) which include certain service restrictions and requirements including but not limited to:

* A prohibition on sending "Spam" and other excessive usage information
* Liability
* Information on service termination/suspension
* Potential damage
* Information gathering and monitoring

CenturyLink may disclose information in accordance with our [Privacy Policy](http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/) and the Subscriber Agreement to a governmental agency when permitted to do so by law, or if necessary

You assume total responsibility for use of this Service. CenturyLink exercises no control over and disclaims any responsibility for the content created or accessible using the Service and for actions taken on the Internet. CenturyLink recommends that the service not be used in high risk activities where an error could cause damage or injury.

**CenturyLink High Speed Internet Service Management Tools**

CenturyLink utilizes various walled gardens to help manage security and usage abuse on its network. The offender will receive notice of the enforcement and instructions to resume normal operation. Repeated abuse may result in disconnection of the high speed portion of the end user’s service. For additional supporting documentation on the walled garden and enforcement, see [Wholesale Walled Garden Support Documentation](https://www.centurylink.com/wholesale/downloads/2014/140313/Wholesale_Walled_Garden_Support_Documentation___02_2014.doc).

**Technical Publications**

Technical characteristics are described in:

* [Technical Publication 77392](http://centurylink.com/techpub/77392/77392.pdf)
* [CenturyLink Technical Publications 77399](http://centurylink.com/techpub/77399/77399.pdf)

**Pricing**

**Rate Structure**

MRCs and NRCs for broadband service are published in the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement/). Contractual discounts are provided in your Agreement, but effective discounts that apply to the services will be posted to the [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.html) website

Note that the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement). includes all Broadband services available from CenturyLink, including some services that are not available under CBR 2016. (See the [Product Section](https://www.centurylink.com/wholesale/pcat/qbr.html#prod) of this PCAT to review available CBR 2016services and speeds). When referencing a Rate Card be sure to use the Consumer Rate Card for your residential end users and the Business Rate Card for your business

The connection speed that you may request provisioned is determined by your Loop Qualification response.

**Rates**

The previous CBR 2011 Agreement includes a base discount on the Broadband Activation Fee, Static IPs, and CenturyLink modem NRCs. Except for these NRCs, all charges provided in the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement/) apply as published.

Your CBR 2016 Agreement includes base MRC rates published beside the speeds.

The effective rate for applicable NRCs and MRCs is available in the CBR 2016 tab of the [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.html) section of the Wholesale website. The effective discounts are subject to modification by CenturyLink in accordance with the terms and conditions of your CBR 2016 Agreement.

**Regulations and Policy**

Your Interconnection Agreement must include specific terms and conditions and rates to purchase any underlying Resale or CLSP™ voice service. See [Implementation](https://www.centurylink.com/wholesale/pcat/qbr.html#imp) for additional information if you need to amend your Interconnection Agreement.

CenturyLink broadband services are offered by CenturyLink on a non-common carrier, Title I basis and are not tariffed. Service is offered only under terms and conditions and rates of a commercial wholesale CBR Agreement.

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Speed availability | Meets wide variety of residential and business data transmission needs. |
| Available throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html). | Our network offers fast speeds at compelling rates in rapidly growing, geographically diverse market areas without the cost of buying or building field facilities. |
| Uses end-users existing phone lines to deliver both voice and data | Provides one-stop shopping for voice and data transmission lines. |
| Standalone service delivers a data line only | Standalone is the solution for users looking to reduce their monthly telecom spend while maintaining broadband access on dedicated facilities. |

**Applications**

Broadband service has become a nearly obligatory offering in all carriers' end user portfolios. High-speed connectivity needs of today's residential and business end-users include Internet access, corporate LAN access, Telecommuting, Desktop video conferencing and more.

**Implementation**

**Product Prerequisites**

If you are a new wholesale customer and are interested in doing business with CenturyLink wholesale, please visit our [New Customer Web page](https://www.centurylink.com/wholesale/contactus.html).

To purchase CBR 2016, you need to be a certified [CLEC or Reseller](https://www.centurylink.com/wholesale/clecs/negotiations.html) with a current [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/clec_index.html), a [CLSP™ Commercial Agreement](https://www.centurylink.com/wholesale/clecs/commercialagreements.html), if applicable, and an executed [CBR 2016 Commercial Agreement](https://www.centurylink.com/wholesale/clecs/commercialagreements.html).

**Pre-Ordering**

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

**Loop Qualification**

You must perform Loop Qualification by service address or Working Telephone Number (WTN) before ordering new or upgrading existing broadband service to determine if, and at what speeds, broadband is available on that existing WTN or at the end user's location.

You may submit broadband installation requests simultaneously with your CLSP™ or Resale voice service installation request (New, Change, or Transfer orders) if the address qualifies for broadband service.

Loop qualification will qualify addresses and WTNs for CenturyLink broadband and will return the highest speed available. The loop qualification response will be either ATM (ADSL) and Ethernet will reflect ADSL2+ or VDSL2, based upon your query selection, and is available by:

* Using the EASE-LSR process detailed below
* Submitting a request for Bulk Loop Qualification (20 or more TNs or addresses), as described below

Note: The bulk qualification can be requested for ATM based broadband only or ATM/Ethernet based broadband.

* Calling the CSIE at 866-434-2555.

For Standalone service, you must perform a Loop Qualification by address and the response must be 1.5 Mbps or greater. When submitting a Local Service Request (LSR), the TNS field must be populated with either a reserve TN or a placeholder TN. CenturyLink will provide a data TN upon Firm Order Confirmation (FOC). When the Loop Qualification response is 'Out of Capacity', do not submit a request for new standalone broadband service.

**Loop Qualification using EASE-LSR**

To qualify by WTN, the account must be posted to CenturyLink billing systems.

**Bulk Loop Qualification Process**

To request Loop Qualification on more than 20 addresses or TNs, create and submit to CenturyLink spreadsheets as described in Appendix E of the [Loop Qualification and Raw Loop Data CLEC Job Aid.](https://www.centurylink.com/wholesale/downloads/lqrld_clecjobaid.pdf).

**Loop Qualification Provisional Response**

A 'Provisional' response to a Loop Qualification request means that broadband may be available contingent upon certain network activity.

**Provisional Qualification**

To authorize CenturyLink to attempt to provision broadband on a provisionally qualified WTN or address, populate the SCA field on your Local Service Request (LSR) with 'Y'. This action authorizes CenturyLink to perform a UDC removal or line move, at no additional charge, to allow installation of the broadband service. If a line move or UDC removal is not possible, CenturyLink will send you a jeopardy notice for the LSR.

Note that line moves and UDC removal are not available on N & T orders, C orders adding a new line simultaneously with broadband or on Standalone service.

**Provisioning Qualification – Grooming**

To authorize CenturyLink to evaluate feasibility for grooming facilities to provision broadband on a provisionally qualified WTN or address, populate the SCA field on your LSR with ‘Y’. CenturyLink will evaluate and, when feasible, groom facilities which might include network rearrangements and removal of loads and/or bridge tap at no additional charge to allow installation of the broadband service.  CenturyLink will indicate the order status via jeopardy notices for the LSR. If grooming is not feasible, this will be communicated in the jeopardy notice,

**Other Pre-Ordering Information**

Information regarding ADSL Loop Qualification and Qualification Characteristics may be found in Appendix E of the[Loop Qualification and Raw Loop Data CLEC Job Aid](https://www.centurylink.com/wholesale/downloads/lqrld_clecjobaid.pdf).

For ISP name validation, refer to the Interconnect Service Center or your Account Manager.

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

**Speed Upgrade**

On rare occasions, your existing customer may qualify for a higher speed at its service address than the WTN assigned at the service address may qualify for. If you have verified that the address qualifies for a higher speed through the address qualification tool, you may submit a speed change request using EASE-LSR by adding a remark indicating that the address qualifies for a higher speed. Requesting new broadband USOC EHXAX). CenturyLink will validate whether the address qualifies for a higher speed based on the available facilities and will either accept or reject the request. This will also apply for new CBR service on an existing account.  In the event that CenturyLink accepts the LSR, CenturyLink will attempt to provision broadband at the higher speed. If CenturyLink accepts the LSR but determines that it is not able to provision the higher speed, CenturyLink will follow existing Jeopardy procedures.

CenturyLink™ Host Volume Discount Program arrangements are not available under this agreement. This arrangement is indicated by the presence of a broadband USOC followed by a 'DVDP' Field Identifier (FID) on the CSR. When you request conversion of an existing Retail service with this arrangement, CenturyLink will remove the DVDP FID from the account while keeping end-user broadband functionality in place. This process will take down the Volume Discount Program's Host ISP; therefore, an ISP Host change is required during the conversion process.

Tech Install Appointment

If a CenturyLink Tech Install is desired, the CLEC should reserve an appointment in EASE-LSR Pre-Order Schedule Appointment.  Under the Schedule Appointment option, enter one or more of the following USOCs in the field ‘Enter Other Work Required USOC’.  Entering one or a combination of these USOCs will reserve an appointment with a broadband technician and defines the amount of time required to complete the order.

Dispatch for all new connect orders, this may include broadband ordered with voice or straight broadband as standalone service.

|  |  |
| --- | --- |
| New connect with voice | * GFR (Res) * GFB (Bus) |
| New connect standalone | * GFR (Res “Pure” no voice) * GFB (Bus “Pure”, no voice) |
| Technician dispatch to remote terminal – technology change (GRL++ to EHX++) | * VT6RT  (RT cross connect) |

Additional codes to be added when also selecting Tech Installs with the order:  
1CRMC, 1CRM9, 1CRA1, 1CRA2, 1CRA3.

|  |  |
| --- | --- |
| **Description** | **USOCs** |
| Tech Installation - 1-2 PCs  **Residential**  (AKA Standard Tech Install Technician Standard Installation Full Install) | * 1CRMC+ 1CRA1 (ATM / ADSL2+ Technology) * 1CRM9 + 1CRA1 (VDSL2 Technology) |
| Tech Installation with additional computers – 3-5 PCs  **Residential**  (AKA Professional Networking Installation Technician Standard Installation) | * 1CRMC + 1CRA1 + 1CRA2 (ATM / ADSL2+ Technology) * 1CRM9 + 1CRA1 + 1CRA2 (VDSL2 Technology)   Note: To install more than 3 computers, add additional 1CRA2 USOCs for each additional computer. For example, if you would like the tech to install 5 computers, then add: 1CRM9 + 1CRA3 + 1CRA2 + 1CRA2 + 1CRA2 |
| Tech Installation – 1-2 PCs  **Business**  (AKA Standard Tech Install Technician Standard Installation Full Install) | * 1CRMC + 1CRA3 (ATM / ADSL2+ Technology) * 1CRM9 + 1CRA3 (VDSL2 Technology) |
| Tech Installation with additional computers – 3-8 PCs  **Business**  (AKA Professional Networking Installation Technician Standard Installation) | * 1CRMC + 1CRA3+ 1CRA2 (ATM / ADSL2+ Technology) * 1CRM9 + 1CRA3 + 1CRA2 (VDSL2 Technology)   Note: To install more than 3 computers, add additional 1CRA2 USOCs for each additional computer. For example, if you would like the tech to install 5 computers, then add: 1CRM9 + 1CRA3 + 1CRA2 + 1CRA2 + 1CRA2 |

**Ordering**

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

Service interval guidelines are found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

Orders should be placed using the [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/) or the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/). Service requests are submitted using the following LSOG forms:

* Local Service Request (LSR)
* End User (EU)
* Resale Service (RS), if applicable
* Port Services (PS), if applicable
* Centrex Resale Service (CRS), if applicable
* Directory Listing (DL), if applicable

Follow the field entry requirements described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html). Information regarding directory listings is available in the [White Pages Directory Listings PCAT](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html). When Standalone Service is the only service on an account, a directory

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

**Stand Alone Conversions Job Aid**

Refer to the [EASE-LSR Ordering Job Aid for Stand Alone Conversions](https://www.centurylink.com/wholesale/downloads/2014/141020/IMA_Ordering_Job_Aid_for_Stand_Alone_Conversions_PV10_20_14.doc) for scenarios that will provide the applicable forms and the appropriate field entries for conversions or changes from stand-alone services (HSI/Broadband) to POTS or vice versa.

To change a WTN on a line with broadband, the new TN must not be a currently working number in a CenturyLink switch. The TN cannot be "swapped" for another line. To "swap" a working TN, the broadband service must be removed prior to the TN swap.

On the RS, PS or CRS form in the MEGACENTNM field include the Mega Central Name that matches the valid Mega Central Circuit ID.

Beginning in April 2016, when the CLEC requests CenturyLink as the Internet provider, they may populate the MEGACENTNM field with USWNET and EASE-LSR will retrieve the LATA specific data. When the LSR is submitted, the LATA specific data will be saved in this field.

Table: CenturyLink provided internet access is available in these locations:

|  |  |  |  |
| --- | --- | --- | --- |
| **MEGACENTNM** | **LATA** | **CITY AREA** | **STATE** |
| uswnetphnx | 666 | Phoenix | AZ |
| uswnettcsn | 668 | Tucson | AZ |
| uswnetclsp | 658 | Colorado Springs | CO |
| uswnetdnvr | 656 | Denver | CO |
| uswnetbois | 652 | Boise | ID |
| uswnetcdrr | 635 | Cedar Rapids | IA |
| uswnetdesm | 632 | Des Moines | IA |
| uswnetdvnp | 634 | Davenport | IA |
| uswnetsxcy | 630 | Sioux City | IA |
| uswnetdlth | 624 | Duluth | MN |
| uswnetmpls | 628 | Minneapolis | MN |
| uswnetroch | 620 | Rochester | MN |
| uswnetstcd | 626 | St Cloud | MN |
| uswnetbzmn | 650 | Bozeman | MT |
| uswnetmssl | 648 | Missoula | MT |
| uswnetgdis | 646 | Grand Island | NE |
| uswnetomah | 644 | Omaha | NE |
| uswnetsxfl | 640 | Sioux Falls | SD |
| uswnetalbq | 664 | Albuquerque | NM |
| uswnetbsmr | 638 | Bismarck | ND |
| uswnetfarg | 636 | Fargo | ND |
| uswneteugn | 670 | Eugene | OR |
| uswnetptld | 672 | Portland | OR |
| uswnetslkc | 660 | Salt Lake City | UT |
| uswnetspkn | 676 | Spokane | WA |
| uswnetsttl | 674 | Seattle | WA |
| uswnetchyn | 654 | Cheyenne | WY |

For new CenturyLink.net service and the CLEC would like the username and password, they may send an email to the [Broadband.Credentials@CenturyLink.com](mailto:Broadband.Credentials@CenturyLink.com) email address. A spreadsheet would be attached to the email with the following format:

|  |  |
| --- | --- |
| **Order number** | **TN** |
| C12345678 | 602 555-1234 |
| N12345679 | 612 555-1234 |
| N87654321 | 303 555-1234 |

The CLEC will receive a reply with the information. There may be occasions when this information is Not Found. In this case, the CLEC would need to contact Broadband Technical Support center for this information.

The appropriate broadband USOCs must be indicated in the FEATURE section of the RS, PS, or CRS form. If the loop qualification response indicates a specific technology is available at the requested speed, the CLEC may choose that technology by using the following entries;

|  |  |
| --- | --- |
| **Feature** | **Feature Detail** |
| EHX++ | /NTI ADSL2+ or /NTI VDSL2 |

This entry may also be required to retain the same technology on a conversion or speed change request.

When ordering Standalone service, use USOC GFB for Business end users and USOC GFR for Residential end users for the line USOC. Populate the TNS field on the RS form with either a reserve TN or a placeholder

When changing an existing voice with broadband service to Standalone service, note that the TN will be changed to a data TN. Feature Activity (FA) Types:

|  |  |
| --- | --- |
| **FA** | **FEATURE** |
| C | 1FB |
| T | GFB |
| D | GRLZB |
| N | GRLZC |

When changing from an existing Standalone service to a voice line with broadband service, the TN will be changed to a voice TN. Feature Activity (FA) Types:

|  |  |
| --- | --- |
| **FA** | **FEATURE** |
| C | GFB |
| T | 1FB |
| D | GRLZC |
| N | GRLZB |

See the Standalone Conversions Job Aid above for additional information.

The PIC and LPIC fields on the RS form must be populated with NONE for Standalone Service.

The data TN on Standalone service will be changed if the service is moved to a new location.

If prior to the scheduled installation due date CenturyLink determines that the Loop Qualification result was a false positive, CenturyLink will make every attempt to provision the Service (including performance of line move or UDC removal) within the original scheduled DD without requiring a supplemental LSR (SUP). If CenturyLink cannot complete provisioning on or before the original scheduled DD, CenturyLink will send to you a jeopardy notice and request that you submit a SUP, within 4 business hours, with a Y in the SCA field authorizing the standard interval. Additional information on the jeopardy process can be found in [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

You may retain existing  POTS TNs with broadband service on T&F orders. Dual service is not allowed. For additional information on T&F telephone number retention, refer to the Port Within (Location Portability) section of the [Port Within PCAT](https://www.centurylink.com/wholesale/clecs/portwithin.html).

Partial migrations, conversions, consolidations and deconsolidation

To minimize or avoid extended broadband service interruption on the due date for these order activities where broadband is being retained, LSRs should include the following information:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| Manual Indicator | Y |
| Remarks | Partial Migration with CenturyLink broadband |

Changing technology types:

When a change to the service dictates a change in the technology as result of ordering GRLXX to EHXXX or when ordering EHXXX to GRLXX a field visit is required and the additional information should be added to the LSR.

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | C, V or Z |
| LNA | C or V |
| FA | D |
| FEATURE | GRLXX |
| FA | N |
| FEATURE | EHXXX |
| FA | N |
| FEATURE | VT6RT |

When entering the VT6RT USOC, you will also be required to reserve an appointment so CenturyLink can schedule and dispatch a technician to complete the field work.

Also see section above on selecting technology types (/NTI ADSL2+ or /NTI VDSL2)

For Conversions from CLSP POTS (U5R) to Standalone Broadband (GFR/GFB), the CLEC will only populate the TNS field with the U5R TN and the OTN field will be blank. If EASE-LSR is able to retrieve a data TN, it will move the U5R TN to the OTN field and the new Data TN will be in the TNS field. If EASE-LSR is unable to retrieve the data TN, the LSR will be manually processed by the Center.

**Shipping Information on Order**

The end user form has been expanded to include a section for shipping information. The CLEC can specify the end users address or can now enter an alternate address. The default option will be the end user service address.

Note: If no shipping address is required on the LSR and the CLEC populates the shipping fields, EASE-LSR will validate the address.

**DSL Tech Install**

To request a DSL Tech Install, add the following information to the LSR:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| FA = N | N |
| Feature | 1CRMC or 1CRM9 (depending upon technology type) along with one of the USOCs found below |
| Feature | 1CRA1 (Residential) or 1CRA2 (Business) |
| Appt Con | Valid Broadband appointment confirmation |

Note: See the **Tech Install Appointment**section for details regarding DSL Tech Install USOCs.  
  
A DSL Tech Install requires a specific technician skill set that may be reserved in Appointment Scheduler. See instructions in the Pre-Order section above. If a generic POTS appointment is reserved in lieu of the broadband appointment, the installation of the service may be delayed.

If the request is for 12Mbps or higher downstream or 5Mbps and higher upstream, and you choose not to have a DSL Tech Install, then include the following in Remarks: "DSL Tech Install refused".  If the end user experiences installation issues and CenturyLink repair determines the problem resides beyond the customer demarc, you will be billed a trouble isolation charge. The DSL Tech Install USOCs are identified as 1CRMC for ADSL/ADSL2+ and 1CRM9 for VDSL2 along with either the 1CRA1 (Residential) or 1CRA3 (Business) USOC.

**Modems:**

CLEC may choose to provide end user modems or purchase a modem from CenturyLink. If a modem is purchased from CenturyLink, CenturyLink will determine the technology and model for fulfillment. See [CenturyLink Modems](http://internethelp.centurylink.com/internethelp/modems.html).

**Modem Options:**

|  |  |  |
| --- | --- | --- |
| **Technology** | **Compatible Equipment** | |
| **Currently Available** | **Discontinued** |
| ATM | Zyxel PK5001Z  (Advanced Networking)  USOC DXLY6 | Actiontec M1000  Actiontec 1520  Actiontec1524  Actiontec GA701  Actiontec GT701WG Microsoft Acton  Microsoft Arescom  Motorola 3347  2Wire 2701H  Actiontec PK5000  Zyxel PK5000Z  Actiontec PK5001A |
| ADSL2+ | Zyxel PK5001Z  Technicolor C100T  (Advanced Networking)  USOC DXLY6 | Actiontec M1000  Actiontec GT701  Actiontec GT701WG  Motorola 3347  2Wire 2701HG  Actiontec PK5000  Zyxel PK5000Z  Actiontec PK5001A |
| VDSL2 | Zyxel C1100Z  (Advanced Networking)  USOC DXLY6 | Actiontec Q1000  Actiontec C1000A  Zyxel C1000Z |

EASE-LSR will require shipping information if the modem USOC DXLY6 is entered on the LSR.

**Shipping and Delivery:**

CenturyLink utilizes a third-party vendor who processes and ships (via UPS) CenturyLink broadband equipment and tracks all equipment shipped and all equipment installed by a CenturyLink technician.

A shipping and handling charge is assessed to each equipment order.

Equipment delivery methods include the following:

* Self-Installation: UPS delivers all CenturyLink equipment shipments. The shipping address must be a USPS- standard address.
* Tech Installation: a CenturyLink technician delivers and installs equipment.

**Equipment shipments and deliveries**

UPS delivery schedule:

* New broadband order deliveries occur on the order due date.
* Change of technology order deliveries occur one business day before the due date.
* Equipment-only order deliveries occur on the due date.

Equipment will not be delivered on UPS holidays See UPS operations schedule at: [UPS Holidays Schedule](https://www.ups.com/us/en/support/shipping-support/shipping-services/holiday-shipping-schedule.page)

UPS rules require the customer to be present to accept packages delivered to the following:

* Any multi-dwelling housing unit, such as an apartment or condominium.
* Any business.
* Any location where the UPS driver feels the package would be at risk if left unattended.

UPS will attempt delivery three times and, if unsuccessful, will return the package to the third-party vendor. During each delivery attempt, the driver will leave a notice that includes a reference number. With that number, the customer can call UPS and make arrangements for delivery or pickup. Customers cannot establish delivery arrangements without the UPS reference number left by the driver.

In the event of questions regarding modem/credentials delivery, the CLEC may contact the CSIE.

**Static IP**

New CenturyLink Broadband service is initially set up with dynamic IPs. If the CLEC wants to order Static IPs, here are the steps:

Note: Static IP addresses are provisioned differently depending on the underlying network configuration. Please see the review the information found in this link to explain the provisioning process, [http://www.centurylink.com/wholesale/downloads/createstaticip.doc](https://www.centurylink.com/wholesale/downloads/createstaticip.doc). Note: New Static IPs are NOT ordered in EASE-LSR.

If Static IP USOCs exist on an account and you would like to retain the Static IPs on a conversion, then you would request to convert those USOCs on their LSR. Here is a list of USOCs:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **USOC** | S1P1X\* | S1P5X | S1P6X | S1P7X | S1P8X |
| **Assignable IP addresses** | 1 | 5 | 13 | 29 | 61 |

See [CenturyLink Modems](http://internethelp.centurylink.com/internethelp/modems.html).

For pricing refer to the [High Speed Internet Rate Card](https://www.centurylink.com/legal/highspeedinternetsubscriberagreement/).

**Deny/Restore**

When Temporary Disconnection for Non-Payment is requested, your end-user's CenturyLink broadband service will be interrupted and will not allow any Internet activity. There is no specific NRC to deny broadband service, however other service charges may apply dependent upon the underlying voice service. An NRC will be applied when service is restored. MRCs will remain unchanged and payable to CenturyLink during denial of service. See the [CenturyLink High Speed Internet Rate Card](https://www.centurylink.com/legal/highspeedinternetsubscriberagreement/) for the NRC. Additional information on Temporary Disconnection for Non-Payment is available in [Temporary Disconnection for Non-Payment/Restore PCAT](https://www.centurylink.com/wholesale/pcat/tdnpr.html).

To simultaneously deny both voice service and broadband service, submit to CenturyLink an LSR for temporary disconnection of the voice service. With this order, both voice and broadband service will be denied. To restore both voice and broadband service, submit a LSR for restoral of the voice service as detailed [Temporary Disconnection for Non-Payment/Restore PCAT](https://www.centurylink.com/wholesale/pcat/tdnpr.html).

Requests denying or restoring broadband service can not be combined with any other types of order activity. To request temporary disconnection or restoral of the broadband service only, submit to CenturyLink an LSR indicating the following:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | C |
| LNA | C |
| FA | N for Deny or D for Restoral |
| FEATURE | SCG4X |

Once CenturyLink has received an LSR and has issued the order to deny broadband service, downstream systems will process the order on the order submission date. You may not simply submit a SUP to cancel or change the denial order. SUPs are not recognized and will not be processed by downstream systems and the broadband service will continue to be denied. To cancel or change a pending order for service denial with a future due date (this process does not apply for cancellation of orders due on same day), you must: 1) Cancel the LSR; 2) Contact the CSIE to request broadband service restoral; and 3) Submit a new LSR, if necessary.

Once a broadband only Deny request has been submitted the order must be completed prior to submission of the request for restoral. Restoral of service may take up to 24 hours.

**Seasonal Service**

Seasonal Service, also referred to as Suspension of Service and Vacation Service, is available to residential broadband end users only. When you request Suspension of Service, your end-user's service will be interrupted and will not allow any internet access until a Restore order is issued. Facility assignments associated with the suspended service will be reserved in CenturyLink's systems, the account will remain in active status on your CenturyLink records (i.e. service and billing), and MRCs will be reduced.

Seasonal Service is available on all residential speeds, with voice or Standalone, in all states except Idaho-North, Oregon and Washington. It has a minimum 30-day suspension period and once suspended service has been restored it cannot be placed on seasonal suspension again for a 90-day period. MRCs and NRCs are provided in the [CenturyLink High Speed Internet Rate Card](http://qwest.centurylink.com/legal/highspeedinternetsubscriberagreement/).

To request Seasonal Service, submit to CenturyLink an LSR indicating the following:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | L |
| Manual Indicator | Y |
| Remarks | High-Speed Internet/Broadband Seasonal Service (must indicate if this is for voice and High-Speed Internet/Broadband or just High-Speed Internet/Broadband) |
| FA | N |
| FEATURE | N83SS |

To request Service restoral (removal of Seasonal Service), submit to CenturyLink an LSR indicating the following:

|  |  |
| --- | --- |
| **FIELD** | **ENTRY** |
| ACT | B |
| RSTTYP | S |
| Manual Indicator | Y |
| Remarks | Restore High-Speed Internet/Broadband from Seasonal Service (this will restore voice service as well) |
| FA | D |
| FEATURE | N83SS |

**Provisioning and Installation**

General provisioning and installation information is identified in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

When you submit a LSR to order new broadband service at the same time and on the same LSR as you are requesting new line installation (N & T), the new line installation interval or the broadband installation interval may apply, whichever is longer. For service intervals refer to the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

In the event that CenturyLink determines that the data portion of the request cannot be provisioned with the voice after an FOC has been issued, CenturyLink will send you a jeopardy notice. The jeopardy notification will provide you with information on how to proceed. The jeopardy process is described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Upon receipt of an accurate and complete LSR including authorization of a line move or UDC removal or grooming, you will receive a Firm Order Confirmation (FOC) based on the standard interval found in the SIG. If at any time after you receive the FOC, and prior to the scheduled due date, CenturyLink determines that a line move or UDC removal is required, CenturyLink will apply the line move or UDC removal interval and will re-FOC your LSR reflecting the new scheduled due date. The interval will begin on the date CenturyLink determines that a line move or UDC removal is necessary and a SUP is not required.

If at any time after you receive the FOC, and prior to the scheduled due date, CenturyLink determines that a line move or UDC removal or grooming cannot be accomplished to Loop Qualify, you will receive a jeopardy notification via EASE-LSR. The jeopardy notification will provide you information on how to proceed.

Loop facilities must be available when ordering broadband service.

**NOTE: Broadband** Self Install orders may complete after 5:00 PM local time and up to 8:00 PM local time.

**Maintenance and Repair**

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

Charges apply for certain maintenance, trouble isolation, and support services and if a technician is dispatched. Charges may be per technician, may vary depending on when services are performed (e.g., time of day and weekday, holiday or weekend), and may include a minimum charge regardless of the actual number of hours worked. CenturyLink will notify you of any applicable charges in advance of you incurring such charges. If you report trouble, you must pay maintenance of service charge if the trouble is not found in CenturyLink facilities or CenturyLink equipment or is found in customer equipment/systems or Equipment. A dispatch charge also applies if: (A) Customer requests a service date change but fails to notify CenturyLink before the service date and CenturyLink technician is dispatched on the service date (will have to pay dispatch charge and CenturyLink will change the service date) or (B) CenturyLink technician dispatched for maintenance of service and no trouble is found in CenturyLink facilities (applies each time this happens).

Data Backer®, Home Network Backer®, and Office Network Backer® are not available with CBR 2016.

If broadband service is disconnected by CenturyLink in error during conversion activity, broadband repair intervals to reestablish the service will apply. Additional information on reporting this condition is available in the Recent Service Order Activity subsection of the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html). Additional information can be found in the [Service Interval Guide (SIG.)](https://www.centurylink.com/wholesale/guides/sig/index.html) and [Expedites and Escalations Overview](https://www.centurylink.com/wholesale/clecs/exescover.html).

**Service Interference**

Certain CenturyLink network upgrades or changes, including deployment of remote-based DSL, fiber facilities and IP broadband, may impact end user's existing ATM-based CBR 2016 service functionality.

Service interference occurs only when certain network conditions occur, including at some Central Office or Remote Terminal ("CO/RT") fiber over ATM overlay sites where there is a power disparity between the distant CO streams and the RT data streams in shared binder groups. RT DSL can degrade CO DSL if in the same binder group. "Overlay sites" are those locations where IP broadband is deployed at a Remote Terminal (RT) (called 'Fiber-to-the-Node' (FTTN)) and where the serving Central Office also has existing ATM-based DSL.

Upon receipt of a repair ticket for broadband interference, CenturyLink will endeavor to correct the service interference by up to and including moving the existing DSL connection to a new binder group at the CO/RT.

In some cases, CenturyLink may determine that the existing DSL network configuration providing the broadband service to the end user location is no longer compatible with the new network configuration. Resulting service interference cannot be corrected and therefore availability of ATM-based service at that premise will be withdrawn. In this instance, CenturyLink will advise you to submit a LSR to request an upgrade to Ethernet-based service or disconnection of the broadband service.  Selection of an Ethernet-based service may also require a change in the selected ISP.

In the event a network change modifies a retail service and results in an impact to a wholesale service, CLEC will be notified regarding its available options.

**Speed Downgrades**

In the event you and the Technical Support Center determine that broadband speed needs to be permanently lowered in order for the service to work properly, you may be requested to replace your current USOC with one of the following repair USOCs:

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Residence** | **Business** | **Connection Speeds up to:** |
| CenturyLink™ High-Speed Internet not including Internet Access or ISP features |  |  |  |
| GRLXD | GRLX8 | 1.5Mbps downstream / 640 Kbps upstream |
| Standalone |  |
| GRLXJ | GRLX9 |
| GRLAM | GRLA8 | 640 Kbps downstream / 256 Kbps upstream |
| Standalone | |
| GRLAJ | GRLA9 |
| CenturyLink™ High-Speed Internet No E-Mail Included/Office Basic | EHXF7 | EHXF8 | 1.5Mbps downstream / 640 Kbps upstream |
| Standalone | |
| EHXFJ | EHXF9 |
| EHXG7 | EHXG8 | 640 Kbps downstream / 256 Kbps upstream |
| Standalone | |
| EHXGJ | EHXG9 |
| EHXQ7 | EHXQ8 | 3 Mbps downstream / 3 Mbps upstream |
| Standalone | |
| EHXQJ | EHXQ9 |
| EHXR7 | EHXR8 | 5 Mbps downstream / 3 Mbps upstream |
| Standalone | |
| EHXRJ | EHXR9 |
| EHXS7 | EHXS8 | 10 Mbps downstream /  640 Kbps upstream |
| Standalone | |
| EHXSJ | EHXS9 |
| EHXS7 | EHXS8 | 10 Mbps downstream / 3 Mbps upstream |
| Standalone | |
| EHXSJ | EHXS9 |
| EHXT7 | EHXT8 | 10 Mbps downstream / 3 Mbps upstream |
| Standalone | |
| EHXTJ | EHXT9 |
| EHXJ7 | EHXJ8 | 18 Mbps downstream/ 640 Kbps upstream |
| Standalone | |
| EHXJJ | EHXJ9 |
| EHXU7 | EHXU8 | 18 Mbps downstream/ 3 Mbps upstream |
| Standalone | |
| EHXUJ | EHXU9 |
| EHXV7 | EHXV8 | 35 Mbps downstream/ 3 Mbps upstream |
| Standalone | |
| EHXVJ | EHXV9 |

The word "repair" may be returned in the EASE-LSR PreOrder Loop Qualification if a repair USOC is present or if the maximum speed available for that service address is one of these speeds.

Please follow the steps below to update your existing USOC:

* An LSR will be required to change the speed of the service. Use a Feature Activity (FA) of "D" for the old USOC and an FA of "N" for the new USOC.
* Mark the LSR for Manual Handling and add a REMARK stating "Due to a repair issue, we need to lower broadband speed". Please include the Technical Support Center repair ticket number in the remark.

The service order for this type of repair issue will have the same Business day due date and the speed change charge will be waived.

NOTE: If EASE-LSR will not accept the USOC to change the speed, enter the USOC in the Remarks section of the LSR.

**Billing**

On a monthly basis, CenturyLink will provide you with billing that will provide summary account and end-user sub-account information. ~~Detailed information regarding the Customer Records and Information System (CRIS) Summary Bill, Inquiry and Disputes 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).

Stand-alone service is not billed on the same account as Centrex or PBX trunks.

MRCs and NRCs billed in advance and usage and governmental charges, unless you are tax exempt, are billed in arrears. You will pay all billed charges by the due date set forth in your billing statement, as well as any Late Charge. You will be charged for each additional copy of your bill.

**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. Will the CBR 2016 end user receive a bill from CenturyLink?**  
Only the customer of record for all CBR 2016 services will receive a bill from CenturyLink.

**2. Why aren't broadband Services in the tariff?**  
Effective November 16, 2005, companies providing high-speed internet access had the choice of continuing to provide terms and conditions that governed the service under FCC Tariff or under other agreement type. At that time, CenturyLink moved to a commercial agreement structure to govern availability of broadband service.

**3. Why can I not order a** **third party internet service provider with CenturyLink Ethernet-based** **high speed service?**  
The architecture of the Ethernet-based services are not configured for a handoff of the high speed transport but is a seamless service which includes CenturyLink internet service support.

**Last Update:** March 1, 2019

**Last Reviewed:** March 18, 2024

CenturyLink™ Local Services Platform, CLSP™, CenturyLink Choice™ DSL Deluxe, CenturyLink Choice™ DSL Premier, CenturyLink Commercial HSI Service Pro™, CenturyLink Commercial HSI Service Pro Deluxe™ are Trademarks and Centron® is a Registered Trademark of CenturyLink™