

CenturyLink EVPL Pre-Order/Quote and Order Process Documentation

This document provides assistance with ordering EVPL which is available in the Legacy Embarq and CenturyTel markets.

Pre-Order/Quote Process

- Request price quote via Product Pricer
 - Will include pricing for the service
 - Will include special construction charges, if any
 - Does not require signature
 - Submit ASR if accepted

- Submit ASR without requesting price quote from Sales team
 - Must include project ID of EVPL + the ACNA

- Request price quote via sales team
 - CTL responds to the request with a pre-order request form (quote form) along with a customer requirements document. The “standard interval” for this response is 5 business days if no construction is required, and 11 business days if construction is required
 - Will include pricing for the service
 - Will include special construction charges, if any
 - Signature on Price Quote form is required
 - Submit ASR if accepted

Order/Provisioning

NOTE: At this point in time, CenturyLink does not have an expedite process in place for this service. If a post ASR kick-off call is required, customer must assume and convey to customer's end user customers the installation interval, i.e., approx. 60 (no construction) or 90+ (construction required) calendar days after receipt of a valid ASR.

- Legacy Embarq EVPL orders are entered in EASE
 - Example of required information:
 1. *Project ID EVPLABC*
 - a. *If a kick-off call is required, the project ID may be amended*
 2. *Interval 60 calendar Days*

3. *NC/NCI codes*

[NC/NCI Codes](#)

- a. *UNI Port- NC code: KQE-*
- b. *UNI-NCI code: 04LN9.1CT*
- c. *UNI-SNCI code: 02CXF.100*

4. *VLAN – customer will assign the VLAN*

- EVPL orders can be sent as “combo” (UNI/EVC) orders or the UNI and EVC orders can be sent separate. If they are sent separately, the EVC order cannot be sent the same day the UNI order is sent
- End-User Site Requirements detailing how the end user location should be prepared is located on our centurylink.com website.
[End User Requirements](#)
- If it is determined that a site walk is required, that will need to be coordinated with Wholesale Project Management
- When an EVPL order is completed/closed by CenturyLink and customer requests notification, customer must provide contact information

Timeline

Step 1 – Day 0

- ASR received thru EASE

Step 2 – Day 1 – 3

- EASE will pass the accepted order to the provisioning system. The provisioning systems will assign all critical dates based on the customer’s desired due date.
- FOC will be passed within 72 hours.
 - If FOC is delayed, process is defined below.

Step 3 – Day 4 – 10

- Wholesale Project Management will establish internal kick-off call, if required. Customer will know by Day 5 if the order is a flow through, or by Day 10 if order requires special construction.
- If an ICB for Special Construction charges are required, customer has 90 days from the date the quote is presented to sign and accept the quote /charges and customer will sup the current PON and populate Y in the QA field and reference the ICB# in the remarks section. Update the project ID as directed by PM and updated the due date accordingly.



- If charges are not accepted, customer can cancel the order prior to FOC without penalty.

Once all of the above are complete, CenturyLink will begin installation of the service.

Contact Information:

Pre-FOC:

800-871-3388, Leesburg NASC

888-612-9934, Decatur NASC

FOC without Project Manager: 888-862-8293

FOC with a Project Manager: Contact your assigned Project Manager or send email to WholesalePM.CDFS@centurylink.com