

Retail Public Access Line (PAL) Order Request

Completed forms can be sent with a spreadsheet of multiple numbers if all the services ordered are the same for each number. One form per order type is required. For example, send one request for a PIC change and another request for a blocking change.

Completed forms can be sent either by e-mail or fax to the information below.

E-mail to: PAL@CenturyLink.com

Fax to: 800-285-8188 (if faxing must include fax return number as indicated on form)

Letter of Agency				
My signature on this form authorizes CenturyLink to issue the service order per my instructions on this form. (Electronic signature is acceptable).				
Signature				Date
Order Information				
Note: Effective Billing dates begin the date of the order completion.				
New	<input type="checkbox"/>	Add Line	<input type="checkbox"/>	
Disconnect	<input type="checkbox"/>	Remove Additional line	<input type="checkbox"/>	
Add line to Summary Bill	<input type="checkbox"/>	Feature Change	<input type="checkbox"/>	
Records	<input type="checkbox"/>	PIC/LPIC Change	<input type="checkbox"/>	
Change to pending order	<input type="checkbox"/>	Cancellation of pending order	<input type="checkbox"/>	
Other (Description) _____				<input type="checkbox"/>
Date Ordered	Desired Due Date	PON (your tracking number)	Existing Account TN (if applicable)	SUP (no. of change to existing order)
Are you a new customer to CenturyLink? If yes, then additional information may be requested to determine credit check and establish account set up. Service will not be provided until all necessary information is received and the account is established.				<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you want the billing associated with this line?				<input type="checkbox"/> Yes <input type="checkbox"/> No
Summary Billing Number (if applicable)			Payphone Service Provider Company Name	
Initiator name	E-mail (Print Clearly)	Initiator TN	Return Fax #	

Listing Information			
Business Site Provider Name (listing information for each line)		Site Provider Location of Phone(s) for 911 (LOC)	
Service Connection Address, City, State (LA or SA)			
Directory Information –Indicate to the right the type of listing requested. <i>Charges may apply in IA, MN, ND, N-ID, OR and SD for Non-Listed or Non-Published listing.</i>			<input type="checkbox"/> Listed* <input type="checkbox"/> Non-Listed <input type="checkbox"/> Non-Published
*If listed, please indicate how listing is to appear in the directory			
Site Information			
Site Provider Access Contact Name	Site Provider Contact Telephone Number (TN)	Other payphone TN working at site	Site Access Hours
Tag at DMARC needed?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Drop needs to be connected (or disconnected) to Booth?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Billing Information For Payphone Provider			
Bill Name BN1 (exactly as submitted to Clearing House for Dial Around Compensation)		Bill Address BA1	
Billing City, State, Zip			
Second Bill Name BN2 (exactly as submitted to Clearing House for Dial Around Compensation)		Second Bill Address BA2	
Second Billing City, State, Zip			
TAX Exemption Status			
Is this account(s) to be exempt from taxes and/or regulatory charges?		<input type="checkbox"/> No <input type="checkbox"/> Yes Note: All tax exemption forms must be on file with CenturyLink before they can be applied to the account.	

Credit Information			
Business Name	Business Telephone Number (TN)	Owner/Officer Name	Owner Officer TN including extension
Ownership of Business:		<input type="checkbox"/> Individual Ownership <input type="checkbox"/> Partnership <input type="checkbox"/> Corp State of Incorporation: _____	
Legal Corporate Name		Telephone Number of service in this state	
Type of PAL Service Refer to PCAT Ordering Table (Add more lines if needed)			
Number of Lines	Class of Service USOC	State	
Select Long Distance Carrier (PIC)			
In the column to the right indicate the 4-digit PIC and name of your Long Distance Carrier. If no long distance carrier is required – put “NONE” in box.		<input type="checkbox"/> Long distance carrier (PIC)* Name _____	
*If CenturyLink Long Distance Service with PIC 0236 is selected, please indicate to the right which plan is selected: NOTE: If CenturyLink Long Distance service (0236) is requested see instructions for more information.		<input type="checkbox"/> CenturyLink Choice Basic (OE3VI) <input type="checkbox"/> CenturyLink Choice Plus (OE3MI)	
Select Local Long Distance Carrier (LPIC)			
Local Long Distance (LPIC): In the column to the right indicate the 4 digit LPIC of your Local Long Distance Carrier.* If no local long distance carrier is required – put “NONE” in box.		<input type="checkbox"/> Local Long distance carrier (LPIC)* <i>*NOTE:</i> If CenturyLink Long Distance service (0236) was the PIC selection, the LPIC must also be 0236 with the same plan. See instructions for more information.	

Screening & Blocking Options

Check all Requested Features even those that are Required

Long Distance Blocking - Restricts most 1+ calls. Allows 411, 911, 950, Local calling, 1+ 411, 1+ 800, 1+ 950	<input type="checkbox"/>
International Blocking - Restricts international direct-dialed calls with "011+" and "1010XXXX011+" preceding the number called	<input type="checkbox"/>
Carrier Blocking - Blocks Dialing of 10XXX1 and 10XXX011	<input type="checkbox"/>
Operator Screening Incoming	<input type="checkbox"/>
Operator Screening Outgoing (CAS codes for BASIC PAL service only)	<input type="checkbox"/>
DA Call Completion or Complete-A-Call Blocking	<input type="checkbox"/>
Block 0+7 digit dialing - Allows 0+10 Digit dialing. Allowed only with pay per use blocks. Available in IA, MN, NE, ND, SD only. (Cannot have any other long distance blocking: International, 1+, or 101XXX blocking)	<input type="checkbox"/>
Answer Supervision Line Side – available with BASIC PAL only. Certain switch restrictions also apply.	<input type="checkbox"/>
Inmate FLEX ANI Signaling (all PAL defaults to non-inmate unless this is selected)	<input type="checkbox"/>
Incoming Call Fraud Protection Only (no Charge) - REQUIRED on All PAL Lines	<input type="checkbox"/>
Incoming and Outgoing Call Fraud Protection (charges may apply per state tariff)	<input type="checkbox"/>
Pay per Use Call Blocking - Blocks CLASS Features such as Call Trace, Three Way Calling, Continuous Redial, etc. – REQUIRED on All PAL Lines	<input type="checkbox"/>
Pay per Call Blocking - Blocks 900, 976, 960 calls - REQUIRED on All PAL Lines	<input type="checkbox"/>