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

**CenturyLink™ Local Services Platform (CLSP™) - Business and Residential - V10.0**

**Note: This product is also known as Qwest Local Services Platform® (QLSP®).**



**Product Description**

CenturyLink™ Local Services Platform (CLSP™) products provide local exchange telecommunications services to end-users on behalf of Competitive Local Exchange Carriers (CLECs) at competitive wholesale commercial rates. General information about CLSP can be found in [CenturyLink Local Services Platform (CLSP) - General Information](https://www.centurylink.com/wholesale/pcat/localservicesplatform.html).

CLSP Business and CLSP Residential products provide Plain Old Telephone Service (POTS) to your end-users that is functionally equivalent to CenturyLink's retail business and residential One Measured Rate Business/One Measured Rate Residential (1MR/1MB) services. CLSP Business and CLSP Residential products are finished services requiring neither CLEC collocation nor other CLEC network involvement, and are combinations of the following network elements

* A 2-Wire Analog (Voice Grade) [Unbundled Local Loop](https://www.centurylink.com/wholesale/pcat/unloop.html)
* An Analog Line Side Port, including Local Switch Usage and any optional switch features (Local Switching Network Element), and
* Shared Transport

**Availability**

CLSP products are available where facilities exist throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

**Terms and Conditions**

Line Splitting is available with CLSP Business and CLSP Residential products. Information is available in [Line Splitting](https://www.centurylink.com/wholesale/pcat/linesplitting.html).

Dual Service allows an end-user that is moving within the same wire center to maintain the same telephone number for up to 30 days at both the new address and the old address. Dual Service is available where facilities permit with CLSP Business and CLSP Residential products.

Design and special circuit arrangements, e.g. Foreign Exchange (FX), Market Expansion Line (MEL), High Voltage Protection, etc. are not available with CLSP Business and CLSP Residential products. CLSP Residential may be ordered for and provisioned only to residential end-users. The definition of residential service shall be the same as in CenturyLink's retail tariffs as applied to CenturyLink's End-user Customers. Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Charges associated with Battery Back-Up installation are provided in the [CenturyLink™ Battery Back Up/Uninterruptable Power Supply rate card](http://www.centurylink.com/legal/highspeedinternetsubscriberagreement/files/Battery_Backup_Unit_Consumer_Business_Rate_Card_ENG.pdf).

**Technical Publications**

Technical characteristics are described in:

* [Telecordia Special Reports (SRs), SR-2275, Notes on the Network](https://telecom-info.njdepot.ericsson.net/site-cgi/ido/docs.cgi?ID=271272036SEARCH&KEYWORDS=&TITLE=Notes+on+the+Network&DOCUMENT=sr-2275&DATE=&CLASS=&COUNT=1000)
* [Telcordia Generic Requirements (GRs)/Technical References (TRs)/Special Reports (SRs)](http://telecom-info.telcordia.com/site-cgi/ido/index.html)
* [American National Standards Institute (ANSI) Standard Publications](http://webstore.ansi.org/).

**Pricing**

**Rate Structure**

Monthly Recurring Charges (MRCs) for CLSP Business and CLSP Residential products are the sum of the monthly recurring rates of the following elements:

* A 2-Wire Analog (Voice Grade) UBL, provided in the Rate Sheet or Exhibit A of the applicable ICAs in effect between CenturyLink and CLEC,
* The Local Switching Network Element Analog Line Side Port (including the switch port MRC plus Local Switching Minutes Of Use (MOU), provided in the CLSP Rate Sheet,
* Switch Features provided in the CLSP Rate Sheet,
* Shared Transport MOU provided in the CLSP Rate Sheet, and
* Any additional MRCs for other value-added services, such as Operator Services (OS)/Directory Assistance (DA), provided in either your ICA and/or CLSP Rate Sheets.

CLSP POTS lines identified as serving residential end-user customers will receive, on a monthly basis, the 'Residential end-user credit' provided in the CLSP Rate Sheet. Lines not specifically identified as serving residential end-user customers (by the presence of the LAWUR USOC) will not receive the credit.

NonRecurring Charges (NRCs) for CLSP Installation, Conversion, and Feature activity are provided in the CLSP Rate Sheet.

CLSP Residential and CLSP Business products include either one residential or one business directory listing (dependent on end user application and the product requested) for each main telephone number, at no charge. Premium and privacy listings are also available with CLSP services. Regardless of residential or business directory appearance, all premium and privacy listings (with the exception of residential additional listings, i.e., USOC RLT) are categorized as business for rating purposes. Information describing directory listing availability and ordering is described in [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

**Rates**

MRCs and NRCs are available in the CLSP Rate Sheet of your Commercial Agreement and the Rate Sheet or Exhibit A of the applicable ICA.

**Nebraska CLSP circuits only:**

Effective September 19, 2011, you must place either the USOC XCBO2 (2-wire) or XCBO4 (4-wire) on your CLSP LSR if your End-User is in an "Out of Town" location. Additional information on determining this classification is in [Geographic Deaveraging - General Information](https://www.centurylink.com/wholesale/clecs/geodeavg.html).

**Tariffs, Regulations and Policy**

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

Data services on CLSP Business and CLSP Residential lines, e.g. broadband service, must be disconnected when the voice service is disconnected.

**Optional Features**

A complete list of switch features that are generally compatible with each type of CLSP product, as well as descriptions, availability, pricing, and ordering information for each feature is available in the [Features](https://www.centurylink.com/wholesale/downloads/2009/090227/DNLD_QLSP_Features_Matrix_05_02_08.xls) matrix.

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| CenturyLink's industry-leading telecommunications network and infrastructure | *Reliability*: Established and highly dependable*Volume*: CenturyLink transmits approximately 240 million calls across our network daily*Experience*: An industry leader for over a century. |
| Customer Care | CenturyLink's Spirit of Service™ Commitment puts customers first and ensures outstanding quality in every aspect of your service. |
| Products and Services | CLSP is an industry leading commercial alternative that ensures continuity and certainty of availability of local voice services. |
| A Finished Service Solution | CLSP services are provided to end-user customers on your behalf without the costs of building your own network or establishing collocation. |
| Competitive Market Based Rates | Residential and Business end-user differentiation and split rate schedules recognizes inherent market differences. |
| Value Added Services | CenturyLink AIN features, Broadband, and VMS are available with CLSP - providing you competitively priced access to products and services that your end-users want. |
| Quality Assurance | Commercially negotiated CLSP Performance Targets provide assurance that you receive quality wholesale service. |

**Applications**

CLSP products provide you the opportunity to purchase the finished services that your residential and commercial end-user markets desire at competitive, commercial, market-based rates.

**Implementation**

**Product Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html) and [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html), and [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.html).

If you are an existing CLEC would like to amend your ICA and/or Customer Questionnaire, refer to [Interconnection Agreement Amendments](https://www.centurylink.com/wholesale/clecs/amendments.html). To review and/or request preparation of a CLSP Agreement, visit [Commercial Agreements](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).

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

**Ordering**

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

It is important to review and understand the ordering procedures described in [CenturyLink Local Services Platform (CLSP) - General Information](https://www.centurylink.com/wholesale/pcat/localservicesplatform.html).

CLSP products may be ordered via new installation or converted from existing CenturyLink resale or other equivalent residential or business services. It is also possible to convert existing Centrex services to CLSP Business or CLSP Residential service (depending on end-user application). When you convert existing Centrex Plus or Centron® service(s) to CLSP Business or CLSP Residential, the appropriate CLSP Conversion NRC will apply. When you convert existing Centrex 21 service to CLSP Business, the CLSP Business Conversion NRC will apply.

CLSP requests should be placed using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

QLS Business and CLSP Residential service requests are submitted using the following Local Service Order Guidelines (LSOG) forms:

* Local Service Request (LSR)
* End User (EU)
* Resale Service (RS)
* Directory Listings (DL), if applicable

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

When converting an existing account with CenturyLink broadband to CLSP, follow the order requirements in [CenturyLink Commercial Broadband Service](https://www.centurylink.com/wholesale/pcat/commhighspeedia.html).

Requests for multiple conversions to CLSP may be made on the same LSR, provided the request is based on the same CenturyLink CSR, for the same end-user, at the same location, and for the same due date.

CLSP products will be assigned a business listing unless you specify that a residential listing is necessary. Accordingly, when you submit an LSR for installation of or conversion to CLSP Residential service, you must populate the Type of Service (TOS) field on the LSR form to indicate a residential account, ex., 2AM or 2BM, for listings appearance purposes.

The following USOCs identify CLSP Business and CLSP Residential lines:

* UHR is the class of service
* U5R is the main line
* U5RAX is the additional line, per additional line

CLSP Residential lines will be identified by the presence of the USOC LAWUR in the Service & Equipment (S&E) section of the CSR. Any CLSP line without the presence of LAWUR will be classified as Business. Whether submitting an LSR for new CLSP Residential installation or conversion to CLSP Residential from some other existing service, you must include LAWUR in the FEATURE field of the Port Service form on the LSR to receive the CLSP "Residential end-user credit'.

To identify CLSP Residential on new installation LSRs and on conversion (from existing retail or resale service) LSRs, include LAWUR in the FEATURE field of the Port Service form as indicated in the table below:

|  |  |
| --- | --- |
| **LSR Form Field** | **Valid Entry** |
| REQTYP | MB |
| ACT | V, Z or N |
| TOS | Value of 1st Character in TOS must be 2 |
| **PS Form Field** | **Valid Entry** |
| FA | N |
| FEATURE | LAWUR |
| **DL Form Field (if** **Required)** | **Valid Entry** |
| TOA | R |

**Provisioning and Installation**

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

Some products or features require the addition of a Line Class Code (LCC) to provision the service in the CenturyLink switch. When a LCC is required, the CLEC is not responsible for providing it on the LSR; CenturyLink adds it to the service order.

In some cases, several products associated with a single line may each require a LCC. Only one LCC may be used on a line. Therefore, in these situations, CenturyLink will assign a single LCC that provides the function for multiple products.

CenturyLink enters the LCC on the service order following each line USOC to be equipped with the product or feature, as in the following example:

* U5R/PIC xxxx/LCC TMM
* RTY

For information on the LCCs used in provisioning CLSP service, refer to the [LCC Job Aid](https://www.centurylink.com/wholesale/downloads/2012/120210/DNLD_Centrex_Line_Class_Codes_Job_Aid_02_10_12.doc). The LCC Job Aid is provided as an informational tool and should not be used by the CLEC when submitting an LSR.

**Maintenance and Repair**

In certain communities where CenturyLink has deployed Fiber To The Premise (FTTP) architecture, CenturyLink will not be able to technically line power the customer phone from the serving wire center. In the event of a power outage, lifeline capability would not be available. Therefore, a [Battery Back-up Unit](https://www.centurylink.com/wholesale/downloads/2013/131212/Battery_Back_Up_for_FTTH_Service.pdf) is recommended at the end user customer location for lifeline capability. If a battery back up unit is not currently installed at the end user premise, CenturyLink will install or replace a unit at your request, but it must be ordered on an LSR. To order this on the install request, the related USOC for the battery back-up unit is 1CRMG. Appropriate charges will apply. Alternatively, you or your end user may provide and install your own battery back-up unit that is purchased commercially.

The maintenance and/or replacement of the battery in the back-up unit will be the responsibility of you and your end user customer. For maintenance, you may submit an LSR to have a battery back-up unit installed or replaced.

For additional maintenance information for end user customers, refer to [Battery Back-up Maintenance Information](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

~~Customer Records and Information System (CRIS) billing 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).

**Training**

CenturyLink has developed and provides an array of training courses that our CLSP customers will find beneficial. The following courses are especially recommended:

* Local CenturyLink 101: "Doing Business with CenturyLink"
* EASE-LSR Directory Listing
* EASE-LSR ~~"Hands On "~~Self-paced Training
* POTS Product Overview

View additional 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. Is CLSP usage sensitive?**
Shared Transport MOU and Local Switching MOU are applicable on originating local calls.

**2. May I convert existing CenturyLink business lines to CLSP?**
You may order new CLSP lines or convert existing retail and/or resale business (1FB/1MB) lines to CLSP Business.

**3. How do I submit local service requests?**
CLSP orders may be placed using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/) or by submitting the completed LSOG forms to CenturyLink via facsimile at (888) 796-9089.

**4. Is the Toll Restriction USOC RTVXF convertible?**
Yes. The Toll Restriction USOC (RTVXF) has been grandfathered, but when appears on an existing service that you are converting to CLSP, the feature may be maintained on the new service. For new orders you will use the USOCs in the Long Distance Restriction feature PCAT. A link to this document is available in the Features Matrix download found under the Optional Features section of [CenturyLink Local Services Platform (CLSP) - General Information](https://www.centurylink.com/wholesale/pcat/localservicesplatform.html).

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