<https://www.centurylink.com/wholesale/pcat/commercial-resale-isdn-pri.html>

**Wholesale: Products & Services**

**Product Catalog (PCAT)**

**Commercial Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V1.~~1~~0**



**Product Description**

CenturyLink™'s retail telecommunications service, ISDN PRI service, is available for resale by Resale Customers to their end-users. For additional information about resale of CenturyLink's retail services, see the Commercial Resale - General PCAT.

ISDN PRI is known by several interchangeable terms: Primary Rate Service (PRS), ISDN PRI and ISDN PRS.

ISDN PRI is a switched digital service that transfers information over the public switched telephone network via a 4-wire physical network configuration, with a full duplex transmission path between to end points as specified in the Tariff. Deployment of ISDN PRI requires that the end-user have ISDN-compatible Customer Provided Equipment (CPE).

**Availability**

ISDN PRI service is available throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html) but it is not available in all central offices (CO). COs that have Basic Rate ISDN (2B+D) may not have ISDN PRI capability.

**Terms and Conditions**

ISDN PRI service is offered on a month-to-month or contract basis.

ISDN PRI service may be provided via a fiber optic facility. Construction charges, as specified in the state [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html) may apply.

DID Digit Manipulation allows the expansion of a number range to include numbers that do not fit the current end-user's CPE (PBX) programmed dialing pattern. Additional information can be found in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html).

**Technical Publications**

Technical characteristics are contained in the applicable Tariff and may have references to certain Technical Publications.

**Rate Structure**

Termination Liability Charges (TLA) may apply to convert an end-user to ISDN PRI and if applicable, are billed to the end-user on their final bill.

Nonrecurring charges apply when establishing, changing, or converting existing service to ISDN PRI service.

You may change features, Primary Interexchange Carrier (PIC), listings, and/or telephone numbers at the time of conversion, applicable charges will apply.

Mileage charges may apply for Foreign Central Offices (FCO) or Foreign Exchange Services.

Monthly recurring and/or non-recurring charges may apply for some features.

Bulk pricing enables CLECS and CenturyLink Retail customers to obtain lower rates for ISDN PRI service by signing a Variable Term Agreement (VTA). A single bulk rate, for the trunks and facility, is paid for the contracted term. All charges are billed to the facility account and not the trunk account.

To order bulk pricing, contact your CenturyLink [Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for a contract number and bulk pricing USOCs, this information will need to be entered on your service request. When the contract number is entered in the VTA field on the LSR facility request, it constitutes signing and agreeing to the terms of the contract. A unique contract number must be obtained for each of your end-users, however, multiple facilities and their associated trunks may be on the same contract. Bulk pricing USOCs must be entered in the REMARKS on the RPL form and in the FEATURE field on the RS form.

**Rates**

Retail rates can be found in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Tariffs, Regulations and Policies**

For CenturyLink's retail rates and changes, view the [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Optional Features**

Optional feature offerings may vary with state [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

The following listings are available on ISDN PRI service:

|  |  |
| --- | --- |
| **DIRECTORY LISTINGS** | **Universal Service Order Codes (USOCs)** |
| Additional Directory Listing | CLT |
| Alternate Listing | CLT, FNA, NSH |
| Directory Line of Information | XLL |
| Foreign Listing (state where listing is to appear determines rate) | FAL, CLT |
| Non-Listed Service | NLT |
| Non-Published Service | NPU |

Additional information regarding listings is available in the [White Pages Directory Listings PCAT](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

**Implementation**

**Product Prerequisites**

If you are a new Resale Customer and are ready to do business with CenturyLink, view [Getting Started as a Commercial Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html).

**Pre-Ordering**

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

ISDN PRI pre-qualification is a two step process to determine the ISDN PRI service is available to your end-user and there are facilities available to provision the service. CenturyLink strongly suggests that you complete the ISDN PRI pre-qualification process prior to ordering ISDN PRI.

Step one

Verify the availability in the end-user's CO by referring to the [Network Disclosures](https://www.centurylink.com/disclosures/netdisclosure402/index402.html). Select the state for the end-user's CO location, then select the end's users CO. If the ISDN PRI DATE column is populated with "Deployed", ISDN PRI is available.

Step two

Verify if facilities are available to provision the ISDN PRI T1 at the end-user's address, use the[EASE-LSR User's Guide.](https://ease.lumen.com) Follow the instructions for a High-Capacity Facility check. In completing the High-Capacity Facility check, use the Class of Service and USOC specific to the product for which you are checking the facility.

If the PRI T1 (DS1) will ride a higher facility (DS3), a facility check is not performed.

Or if you use [EASE-LSR XML](https://ease.lumen.com/), select the release you would like to execute the query in and scroll to the chapter that is titled "Facility Availability Transaction" and follow the instructions.

The following activities may need to be performed by you in preparation for the issuance of the ordering request:

Validate address

* Check facility availability
* Check service availability
* Customer Service Record (CSR) retrieval and review for both the facility and the trunks

New ISDN PRI telephone numbers can not be reserved using EASE-LSR. CenturyLink will return telephone numbers to you on the Firm Order Confirmation (FOC). If your end-user wants to convert an existing non-ISDN telephone number to Resale ISDN PRI, check with your CenturyLink Service Manager to see if the telephone number can be converted. Availability of ISDN PRI in the end-user's serving office does not guarantee that the prefix will be compatible.

There are at least two CSRs for each ISDN PRI service configuration, the T1 facility CSR, and one or more trunk CSRs for the services riding the T1. When converting these products, both the facility and the trunks are to be converted and you must review both the facility and the trunk CSRs. Based on the type of request, subsequent changes may also require the review of both CSRs.

The trunk CSR has a standard telephone number as the account telephone number and is available in EASE-LSR via the standard pre-order CSR request function. The facility CSR has a private line account number, also known as a Mechanized Account Number (MAN) or Special Billing Number (SBN). If you know this account number you can also obtain the facility CSR via EASE-LSR.

If you don't have the account number, you may find it cross-referenced on the trunk CSR. The cross-reference may appear:

Following the COS (Customer Other Service) Field IDentifier (FID) in the Bill Section e.g., COS 206-T31-1234.

* Following the DES (Description) FID or WW (Works With) FIDs after the trunk USOC e.g., TJ21X/TN 206-224-2222/WW 206-T31-1234.
* As a retained remark (RMKR) e.g., RMKR T1 billed on 206-T31-1234 123.

If the facility account number is not referenced on the trunk CSR, locate the Common Language Facility Identification (CLFI ïƒ”). The CLFI appears on the trunk after each trunk USOC, following the CFA (Connecting Facility Assignment) FID, and identifies the name of the facility the trunk rides, as well as the channel it occupies, e.g., CFA 101 T1ZF 23 CLLIïƒ” CLLI. CenturyLink can use the CLFI to obtain the facility account number for you.

If you are unable to locate the facility CSR, call the CenturyLink [Customer Service Inquiry and Education (CSIE)](https://www.centurylink.com/wholesale/clecs/escalations.html) and select the Centrex and Complex Resale option to reach the appropriate workgroup.

When contacting CenturyLink, be prepared to provide:

End-user name

* Trunk account number
* CFA or CLFI information
* Proof of agency authorization

Depending on your needs, CenturyLink can:

* Give you the account number of the facility so you can find the CSR in EASE-LSR
* Fax, mail, or email the CSR to you
* Review the CSR with you on the telephone

**Ordering**

It is important to understand the [Commercial Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) procedures before ordering ISDN PRI.

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

[Disclosure Information and other LSR instructions are available on the web.](https://www.centurylink.com/disclosures/numericindex.html)

CenturyLink will provision ISDN PRI according to the standard intervals for the equivalent retail service.

You may order new ISDN PRI service or convert existing retail or resale ISDN PRI.

At the time of conversion, you may include changes to features, PIC, Local Primary Interexchange Carrier (LPIC), listings, and telephone numbers.

ISDN PRI orders are completed following the [Local Service Ordering Guidelines (LSOG)](https://www.centurylink.com/wholesale/clecs/lsog.html) along with the appropriate NC/NCI codes. Orders should be placed using [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

A new installation (ACT N) of ISDN PRI service requires at least two local service requests. One local service request for the facility and one or more local service requests for the trunk. The local service requests must be issued at the same time and related to each other using the RPON field.

The facility request requires the following LSOG forms:

* Local Service Request (LSR)

Resale Private Line (RPL) Form

The trunk request requires the following LSOG forms:

* LSR

End User (EU)

* Resale Service (RS) (one per trunk group, and one for DID numbers)
* Directory Listing (DL), as appropriate

The following checklists identify unique ordering information for the ISDN PRI facility and trunk requests, more detailed information on the order entries follows the checklists.

Facility Request:

* Include the protocol type in the REMARKS field of the LSR form.
* Include the appropriate configuration USOC in the REMARKS section of the RPL form.

Trunk Request:

* Include the trunk type USOC in the FEATURE field of the RS form
* Include the trunk connection type in the FEATURE field of the RS form
* Order DID telephone numbers for In-only and 2-way trunks, except if the UAS option is ordered.
* Include the S2N USOC in the FEATURE field along with the assigned telephone number in the FEATURE DETAIL field of the RS form, on all In-only and 2-way DID PRI trunk groups
* Include the hunting type in the REMARKS field of the LSR form
* Provide the channel assignment information, for new installations (ACT N) include an entry in the REMARKS section of the RS form, and for existing service include an entry in the FEATURE DETAIL field of the RS form
* Include the CPE Manufacturer and model number in the REMARKS section of the EU form on a new installation (ACT N), outside move (ACT T), or change (ACT C) requests involving a DMS-100 switch.

The facility request must include Protocol information. On new installations (ACT N) include and entry of 'Y' in the MANUAL IND field and the protocol type in the REMARKS section of the LSR form. On Conversions As Specified (ACT V) or changes (ACT C) of protocol include the words "Protocol change required" along with the new protocol type in the REMARKS section of the LSR form of the facility request. If the new installation (ACT N), outside moves (ACT T) or changes (ACT C) involving a DMS-100 switch, include the CPE manufacturer and CPE model number in the REMARKS section of the EU form. Contact your CenturyLink Service Manager to discuss ordering protocols.

The facility request requires a configuration USOC in the REMARKS Section of the RPL form. The following table identifies the configuration USOCs.

**Configuration on Bulk Rate or Promotional Contracts**

|  |  |
| --- | --- |
| **USOC** | **Description** |
| ZPXJX | 3B+D |
| ZPXKX | 24B |
| ZPXLX | 23B+Back-up D |

These USOCs are used regardless of contract length.

**Configuration Contracted with DS1 Facility & Trunks**

|  |  |
| --- | --- |
| **USOC** | **Description** |
| ZPXJ1 | 23B+D – 1 Year with Trunks |
| ZPXJ2 | 23B+D – 2 Year with Trunks |
| ZPXK1 | 24B – 1 Year with Trunks |
| ZPXK2 | 24B – 2 Year with Trunks |
| ZPXL1 | 23B+BUD – 1 Year with Trunks |
| ZPXL2 | 23B+BUD – 2 Year with Trunks |
| ZPXJ3 | 23B+D Configuration – 3 Year with Trunks |
| ZPXJ5 | 23B+D Configuration – 5 Year with Trunks |
| ZPXK3 | 24B Configuration – 3 Year with Trunks |
| ZPXK5 | 24B Configuration – 5 Year with Trunks |
| ZPXL3 | 23B+Back-up D – 3 Year with Trunks |
| ZPXL5 | 23B+Back-up D – 5 Year with Trunks |

**Configuration Contracted with DS1 Facility Only**

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| --- | --- |
| **USOC** | **Description** |
| ZPXB3 | 23B+D Configuration – 3 Year |
| ZPXB5 | 23B+D Configuration – 5 Year |
| ZPXB7 | 23B+D Configuration – 7 Year |
| ZPXBO | 23B+D Configuration – 10 Year |
| ZPXC3 | 24B Configuration – 3 Year |
| ZPXC5 | 24B Configuration – 5 Year |
| ZPXC7 | 24B Configuration – 7 Year |
| ZPXCO | 24B Configuration – 10 Year |
| ZPXD3 | 23B+Back-up D – 3 Year |
| ZPXD5 | 23B+Back-up D – 5 Year |
| ZPXD7 | 23B+Back-up D – 7 Year |
| ZPXDO | 23B+Back-up D – 10 Year |

**Configuration Month to Month Only**

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| **USOC** | **Description** |
| ZPAZD | 23B+D Configuration – Month-to-Month |
| ZPA1X | 24B Configuration – Month-to-Month |
| ZPAZA | 23B+Back-up D Configuration – Month-to-Month |

The trunk request requires USOCs to identify the trunk type, channel, trunk connection, DID trunk terminations (if applicable), long distance billing/911 identification, and hunting.

The following tables identify the trunk type USOCs, include the trunk type USOC in the FEATURE field on the RS form.

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| **Trunk Type USOCs** | **Description** |
| T1KAB | 2-way Trunk Group via T1 Channel – Data - Dedicated |
| T1KAC | 2-way Trunk Group via T1 Channel - Voice and Data - Dedicated |
| T1KAE | In-only Trunk Group via T-1 Channel – Data - Dedicated |
| T1KAF | In-only Trunk Group via T-1 Channel - Voice and Data - Dedicated |
| T1KAJ | Out-only Trunk Group via T-1 Channel - Voice and Data - Dedicated |
| T1KBF | In-only Trunk Group via T-1 Channel – Call-by-Call |
| T1KBJ | Out-only Trunk Group via T-1 Channel - Voice and Data –Call-by-Call |

The following table identifies the channel USOCs, include the channel USOC in the FEATURE field of the RS form.

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| **Channel USOCs** | **Description** |
| DR5 | B Channel - There are a maximum of 23 DR5s on a 23B+D and 23B+ Backup D and 24 DR5s on a 24B |
| LTGDX | D Channel |

The following tables identify the four types of trunk connections with the appropriate USOCs. The trunk connection applies to each ISDN PRI channel that has access to the circuit switched network and will be using either voice or voice and data. Include the appropriate trunk connection USOC in the FEATURE field on the RS form.

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| **Call-by-Call Trunk Connection USOC** | **Description** |
| PT31C | Call-by-Call |

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| **Dedicated Trunk Connection USOCs** | **Description** |
| PT311 | Dedicated In-only Trunk |
| PT310 | Dedicated Out-only Trunk |
| PT312 | Dedicated 2-way Trunk |

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| **UAS Trunk Connection USOCs** | **Description** |
| NWO | UAS Network Connections, per T1 facility-Can only pass on conversions, if existing on account. Cannot be used on new installations. |
| NWO1X | UAS Network Connections, per T1 facility In--only Network Connection |
| NWO2X | UAS Network Connections, per T1 facility 2-way Network Connection |

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| **Circuit Switched Data Connection (data only) Trunk Connection USOCs** | **Description** |
| PT3TA | 23 Data only channels, Dedicated |
| PT3TB | 24 Data only channels, Dedicated |

On a Dedicated Trunk Connection, the DID trunk termination USOCs apply for each B channel (DR5 USOC) that is capable of In-only or 2-way trunking. Call-by-Call requires 1 ND2 USOC per trunk. The DID Trunk Termination USOCs do not apply to UAS or Circuit Switched Data (data only) options.

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| **DID Trunk Termination USOCs** | **Description** |
| NDT | In-only trunk |
| ND2 | 2-way trunk |

DID telephone numbers must be ordered for In-only and 2-way trunks, except if the UAS option is ordered. The DID Trunk Termination USOC is entered in the FEATURE field on the RS form on the first trunk order.

The following table provides valid USOC combinations for the trunk request based on the trunk type.

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| **Trunk Type** | **Valid USOC Combinations** |
| T1KAB | PT3TA (23 data only channels) or PT3TB (24 data only channels) (one for each 2-way data trunk), DR5 (one for each derived B Channel), ND2 (one for each 2-way trunk) |
| T1KAC | PT312 (one for each 2-way trunk), DR5 (one for each derived B Channel), ND2 (one for each 2-way trunk) |
| T1KAE | PT3TA (if 23 data only channels) or PT3TB (if 24 data only channels) (one for each In-only trunk), DR5 (one for each derived B Channel), NDT (one for each In-only trunk) |
| T1KAF | PT311 (one for each In-only trunk), DR5 (one for each derived B Channel), NDT (one for each In-only trunk) |
| TIKAJ | PT310 (one for each Out-only trunk), DR5 (one for each derived B Channel) |
| T1KBF | PT31C (one for each In-only trunk), DR5 (one for each derived B Channel), ND2 (one for each trunk) |
| T1KBJ | PT31C (one for each Out-only trunk), DR5 (one for each derived B Channel), ND2 (one for each trunk) |

If the UAS option is required, NWO++ replaces the PT3++ USOC. The DMS-100 switch with dedicated trunking arrangements and the DS1 facility must have the same trunk types. They cannot be mixed. Circuit Switched Data (data only) cannot be mixed with voice trunking arrangements on the same facility.

The S2N USOC is required on all Out-only and 2-way DID PRI trunk groups. Multiple trunk groups can share the same S2N. The S2N is assigned a telephone number, which will be used for long distance billing and for 911 identification. This number must be a dialable number which can be called back by emergency services personnel and which will be answered by the end-user. The end-user's published number should be used for the S2N is not possible, CenturyLink can use a DID, POTS, trunk or stand alone DID number on the account.

With existing service, review the CSR to ensure an S2N is assigned for each applicable trunk group. If not, negotiate with the end-user to determine which telephone number they want to use and indicate it on the RS form in the FEATURE and FEATURE fields. Populate "S2N" in the FEATURE and the telephone number in the FEATURE DETAILS.

When requesting a new installation (ACT N), negotiate with the end-user which published or DID number will used for each applicable trunk. Populate FEATURE field of the RS form with the USOC S2N and include a 'Y' in the MANUAL IND field along with an entry in REMARKS field, e.g., "Use published telephone number for S2N". CenturyLink will include the assigned S2N telephone number on the Firm Order Confirmation (FOC). It is your responsibility to communicate the S2N telephone number the end-user and/or their CPE vendor and in order for the CPE to direct calls to the appropriate telephone set.

When requesting new service, you should negotiate with the end-user which option, published number, other number in a DID range, stand-alone DID that they need. Populate the USOC S2N in the FEATURE field of the RS form and the chosen option in REMARKS, e.g., "Use published number for S2N". CenturyLink will indicate on the FOC the number assigned for the S2N. It is your responsibility to make sure this number is communicated to the end-user and/or their CPE vendor and is directed by the CPE to a telephone set that will be answered.

Hunting features are available with ISDN PRI and vary depending on the switch type.

Glare Resolution is the ability of a system to ensure that if a trunk is seized by both ends simultaneously, one caller is given priority and the other call is switched to another trunk. Glare occurs when both ends of a telephone line or trunk are seized at the same time for different purposes or by different users. If the CPE is set to hunt, the Central Office should be set up just the opposite to minimize glare. In the REMARKS field of the LSR form, you must enter whom "Yields to Glare". If you enter "CenturyLink Yields to Glare", your end-user's call is given priority. If you enter "(Your Name) Yields to Glare", the CenturyLink call is given priority.

Include a 'Y' in the MANUAL IND field and the Hunting Type in the REMARKS section of the LSR form for the trunk request for new installations (ACT N), changes (ACT C), and outside move (ACT T) requests. The following tables identify the types of hunting available for each switch type.

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| **5ESS Switch Type** | **Description** |
| BGUCD | Backward Circular Sequential - The start hunt member is the last selected member -1. Hunting then continues through the trunk members in a backward direction using circular hunting to the lowest member, then starting over at the highest member. The hunt continues in this manner until an idle is found or all the members are found busy. |
| Forward | A trunk is selected starting with the first trunk in the group in ascending order. |
| GUCD | Forward Circular Sequential Hunt - The hunt member is the last selected member +1. Hunting continues through the trunk members in a forward direction using circular hunting to the highest member, then starting over at the lowest member. The hunt continues until an idle member is found or all members are found busy. |
| Reverse | A trunk is selected started with the last trunk in the group in descending order. |
| UCD | Uniform Call Distribution. The start hunt member is randomly selected, the hunting following Forward Circular Sequential hunting. |

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| **DMS-100 Switch Type** | **Description** |
| ASEQ | Hunt members are assigned a selection sequence of Ascending. ASEQ select the first available trunk in the selection sequence (ascending or descending). |
| CWCTH | Hunt members are assigned a selection sequence of Clock-wise circular. Clock-wise circular will select the first trunk available after the one most recently released. |
| CCWCTH | Hunt members are assigned a selection sequence of Counter Clock-wise circular. Counter-clock-wise circular will select the first trunk available after the one most recently released. |
| DSEQ | Hunt members are assigned a selection sequence of Descending. DSEQ select the first available trunk in the selection sequence (ascending or descending). |
| LIDL | Hunt members are assigned a selection sequence of Least Idle. Least Idle re-selects the last trunk used. |
| MIDL | Hunt members are assigned a selection sequence of Most Idle. Most Idle distributes calls uniformly to all trunks in the group |

You must indicate on the RS form which T1 and channel that will be used for each trunk. CenturyLink will always assign a D channel or back-up D channel to channel 24 of the T-1, however, you must indicate the channel assignment for both B and D channels on existing service.

For existing service, use the FEATURE DETAIL field on the RS form for each trunk. In the FEATURE DETAIL field populate the CFA FID, followed by the T1 and channel designation, e.g., CFA 101 T1 23 CLLI CLLI.

For a new installation (ACT N), enter trunk information in REMARKS field of the RS form, e.g., 5 call-by-call 2-way trunk channels 1-5, 5 dedicated DID trunk channels 15-20, D channel – channel 24. If a request for a new installation is received without this information, CenturyLink will put the D channel in channel 24 and use the other channels in order from 1-23, assigning members of a trunk group to contiguous channels.

In addition to the fatal EASE-LSR reject errors, CenturyLink will error or reject your request if the information provided for ISDN PRI is contradictory or insufficient to provision the service. In most instances, you will receive a telephone call asking for a Supplement (SUP) to your request, followed by an error message in EASE-LSR. If the information needed is not provided within four hours of the telephone call, your request will be rejected. Following are some examples of requests that may error or reject:

* Hunting requested on facility
* Hunting requested on facility and not requested on trunks

DID trunks requested but no DID numbers requested

* Protocol or NCI codes requests on facility and trunks do not match
* Requested trunk type invalid on requested facility type
* The SEC NCI is populated

Additional rejection errors can be found in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Use of Universal Service Order Codes (USOCs) and Field IDentifiers (FIDs) are described in the [USOCs and FIDs Overview](https://usocfidfind.centurylink.com/). Use of the USOC/FID Finder will assist you in identifying USOC and FID requirements.

To order DID Digit Manipulation, enter the PT3DM USOC in FEATURE field and include the following information in REMARKS field on the RS form:

DID Digit Manipulation

instructions on how to program the new telephone number(s)

e.g. REMARKS: DID Digit Manipulation request. Program telephone number 223-1264for three digit out pulse.

PRI utilization for Voice Over Internet Provider (VoIP) related USOCs:

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| --- | --- |
| **PRI VoIP USOCs** | **Description** |
| ZPGTX (all states)1 – Year Plan2 – Year Plan3 – Year Plan5 – Year Plan | Primary Rate Service Package – T1 Facility with 23B+D channels for VoIP provider. |

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| --- | --- |
| **DID Numbers USOCs** | **Description** |
| VOX (all states except OR and WA) | Direct Inward Dialing Service – VoIP – each group of 20 sequential DID numbers. |
| VOW | Direct Inward Dialing Service – VoIP – each DID number. |
| VOY (all states except OR and WA) | Direct Inward Dialing Service – (VoIP) – group of reserved sequential station numbers. |
| VOWRN | Direct Inward Dialing Service – (VoIP) – each DID number – reserved number. |

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| --- | --- |
| **Special Intercept Service** | **Description** |
| R1TFA | Intercept – VoIP DID telephone number – routed to announcement. |
| R1TGA | (all states except OR and WA) Intercept – VoIP DID telephone number – routed to announcement – each number in range. |

PRI utilization of VoIP service is ordered on an ICB, to request new service, contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

**Provisioning and Installation**

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

Provisioning interval guidelines and FOC intervals are found in the [SIG](https://www.centurylink.com/wholesale/guides/sig/index.html).

A jeopardy occurs on a service request) if a condition exists that threatens timely completion. Jeopardy notification information is described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Loss and Completion Reports are based on loss and gain account activity. Completion notification, including Loss and Completion Reports, is in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Maintenance and Repair**

Information is available in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

~~Detailed information regarding the Customer Record and Information System (CRIS) Summary Bill, Inquiry and Disputes is described in~~[~~Billing– 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).

**Course ~~Training~~**

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

**Contacts**

CenturyLink contact information is identified in the [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

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