[**https://www.centurylink.com/wholesale/pcat/dualservice.html**](https://www.centurylink.com/wholesale/pcat/dualservice.html)

**Dual Service - V13.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2011/110808/HL_Dual_Service_V13.doc)

**Product Description**

Dual Service allows end users that are moving within the same wire center to have the same telephone number working simultaneously at both the new and old locations for up to thirty (30) days while the move is in progress. Dual service is based on availability described below and must be supported by the CenturyLink™ switch for the addresses you have specified.

**Availability**

Dual Service is available where facilities permit throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html). Dual Service is available with business and residential POTS (e.g. Resale 1FR) and Centrex 21 (e.g. CenturyLink™ Local Services Platform (CLSPCenturyLink™ Centrex 21) services.

Note: Centrex 21 customers must have identical service (e.g. POTS to POTS or Centrex 21 to Centrex 21) at both the "to" and "from" (T & F) locations. A customer cannot have a POTS line at the F location and Centrex 21 at the T location, or vice versa. For information on feature changes with Dual Service, refer to the [Provisioning and Installation](https://www.centurylink.com/wholesale/pcat/dualservice.html#pro) section of this document.

Dual Service must be available at both addresses in order to offer this service to the end user.

Dual service works by "bridging" (running jumpers) between equipment in the wire center. Certain switch configurations, including designed or non-switched services such as Integrated Digital Loop Carrier (IDLC) or Digital Remote Switching System (DRSS) will not allow "bridged" service.

A few wire centers in CenturyLink QC's territory consist of multiple Remote Service Units (RSUs) and a host switch, all collocated in the same building. You may determine the type of switches present in a wire center by performing an Address Validation in EASE-LSR Pre-Order and reviewing the Switch Info Tab. If you do not use EASE-LSR, you may open an escalation ticket with the Interconnect Service Center (ISC) at 866-434-2555 to receive this information. Although the RSUs may share TNs, bridged service is not possible between them, or between an RSU and its host. Refer to the table below for more information:

|  |  |
| --- | --- |
| **IF BOTH ADDRESSES ARE:** | **IS DUAL SERVICE AVAILABLE?** |
| In an RSU (One RSU in wire center) | Yes |
| In the SAME RSU (Multiple RSUs in wire center) | Yes |
| In the HOST (Main switch type) | Yes |
| In DIFFERENT RSUs (Multiple RSUs in wire center) | No |
| One in HOST and one in RSU | No |

Dual Service is not available with other services, such as:

* Port Within T & F orders
* Any address response from Check Facility Availability returned as "No Bridged Service", "No Dual Service", "not available", or "undetermined"

(Note: If EASE-LSR returns an "undetermined" response you should not request Dual Service. It is CenturyLink's policy for our Retail and Wholesale customers not to offer Dual Service for this type of response.)

* Commercial High Speed Internet (HSI)/Broadband Services

(Note: This restriction is the result of limitations due to the bridging in the central office that will not allow the service to work. CenturyLink HSI/Broadband Services must be removed in order to have Dual Service. See below for partial move alternative where you can deconsolidate the HSI/Broadband line from the existing account.

* Partial Moves

(Note: This restriction is specific to requesting Dual Service and a Partial Move on the same LSR. However, if the end-user has multiple lines and wants to move only one of the lines with Dual Service, you can achieve this via 2-LSRs.

* 1. Request a deconsolidation LSR (ACT = N, Manual Indicator = Y, remarks describing the TN/s that you want to establish on a separate account) for the old location.
  2. Submit a second LSR to do a full move of the account to the new address and establish the Dual Service.

You can submit both LSRs at the same time, if you use a related purchase order number (RPON) on both and drop each for manual handling. The 2-LSR process described above is exclusive to simple deconsolidation and full move with dual service. Any other change activity (such as adding or removing features) associated to these requests should be made only on the Move request and will default to the intervals described in the Service Interval Guide (SIG).

* Accounts with Z prefixes or S01 prefixes
* Apartment Door Answering Service (ADAS) (Note: Not available as new service; only available on existing accounts in Iowa, Minnesota, Nebraska, and North Dakota)
* Custom Ringing

(Note: This restriction is the result of switch limitations due to the bridging in the central office that will not allow the service to work. The Custom Ringing must be removed in order to have Dual Service, but the custom number will be lost. If the end user has multiple lines, you may wish to request a partial move and provide Dual Service on all lines except the one that has Custom Ringing and move the number with Custom Ringing separately at a later date.)

* Department Billed accounts
* Designed Service (Foreign Exchange, Foreign Central Office, interoffice EAS (DPA), etc.)
* Direct Inward Dial (DIDï¿½) trunks
* Ground Start non-designed Trunks (Note: Loop Start non-designed trunks will work with Dual Service)
* Market Expansion Line (MEL) or Remote Call Forwarding (RCF)
* Party line service
* Supersedure - if the move includes a Change of Responsibility in the billing arrangement
* Wide Area Telephone Service (WATS)

**Pricing**

**Rates**

A non-recurring charge is billed for Dual Service. Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

**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) or [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

**Pre-Ordering**

For pre-order validation of each service address via the Check Facility Availability in EASE-LSR:

* Perform an address validation at both addresses (T & F) via EASE-LSR
* Perform a Facility Availability query for both addresses (T & F) via EASE-LSR
* EASE-LSR will respond with dual service availability information, i.e., dual service is available, unavailable, or undetermined
* If the EASE-LSR response is undetermined or unavailable, dual service cannot be requested
* There will also be a reminder field advising that the CLEC must check both the T and F addresses and the service must be available at both addresses
* When checking for facility availability, it is recommended that you use the street address for the most accurate results, especially if you are checking for Dual Service.

If you do not use EASE-LSR, contact the [Interconnect Service Center (ISC)](https://www.centurylink.com/wholesale/clecs/customercontacts.html) to perform the address validation and facility availability functions. Additional information on checking availability for Dual Service can be found in the User Guide at[EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

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**

When submitting a request for Dual Service, it is required that you populate the Desired Due Date Out (DDDO) field on the Local Service Request (LSR) form. This field is required for Dual Service and cannot be further than thirty (30) days out.

Normal due date procedures apply with Dual Service. Refer to the Installation intervals found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

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

Service requests 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/).

**Provisioning and Installation**

When Dual Service is established, features that are provisioned at the T address will work at both locations. Features that appear at the F address and are being discontinued at the T address will stop working as soon as the T order is worked and Dual Service is established. Features will continue to work at the F location if they are also present at the T location.

Dual Service is available to customers with Hunting as long as the hunt sequence is identical at both the F and T locations.

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

**Maintenance and Repair**

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

**Billing**

In some situations, it is possible to receive a bill for both addresses for dual service depending on the bill cycle and the specific billing region.

~~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**

**Local CenturyLink 101 "Doing Business with CenturyLink"**

* This introductory web-based training course is designed to teach the Local CLEC and Local Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information.  [~~Click here to learn more about this course and to register~~](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)~~.~~ [Click here to learn more about this Training](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)
* View additional CenturyLink courses by clicking on ~~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)**

This section is being compiled based on your feedback

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