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

## Resale - CenturyLink Inside Wire Maintenance (IWM)Plans - V19.0

[History Log](https://ease-lsr.lumen.com/)

### Product Description

CenturyLink's retail Inside Wire Maintenance (IWM) plans, are available for resale by Competitive Local Exchange Carriers (CLECs) to their residential and business end-users. Additional information about the resale of CenturyLink's retail services can be found in [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

A Trouble Isolation Charge (TIC) is assessed when a CenturyLink Technician is dispatched to the end-users premises and the trouble is isolated to the end-users inside wiring, jacks, or Customer Premises Equipment (CPE). IWM plans are optional services offered to you for your end-users. End-users are not required to subscribe to IWM plans in order to have basic telecommunications service. When an end-user subscribes to a IWM plan, CenturyLink provides, at no charge, repair or replacement of damaged inside wiring or jacks. The plans can be requested on new or existing service, and are effective on the completion date of the request. On existing service, pre-existing trouble must be repaired prior to adding the IWM plan. CenturyLink's IWM plans, LineBacker™ and UniSTAR™ offer protection for inside wire or jack repair from the assessment of a TIC Trouble Isolation Charge (TIC), also known as Maintenance of Service Charge (MSC), resulting from a repair visit. Additional information on these two plans can be found in [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/wholesale/clecs/reseller_index.html).

IWM plans do not cover non-standard wiring. There are technical and industry standards for telephone wire required to ensure voice transmission. Non-standard wiring includes speaker wire, electrical wire and electrical cable. Standard wiring requirements are addressed in the Federal Communications Commission (FCC), Part 68 rules.

Continuous Property Extensions are covered on accounts having a IWM plan. Continuous Property Extensions are a single address location that is not separated by a public street, body of water, or public thoroughfare. Exchange Service Extensions (ESE), previously referred to as Different Premises Address (DPA), must be covered by a separate IWM for the ESE location. An ESE is an extension from the main service location to an address different from that of the main service location. They can be separated from the main service location by a street or public thoroughfare.

End-users or tenants in multi-tenant dwellings, such as apartment buildings and business complexes, should contact their property manager or building owner to determine if they are covered by an IWM. If not, CenturyLink does provide IWM plans to you for your individual end-users or tenants if requested.

CenturyLink offers the following IWM plans:

* LineBacker™ is a residential IWM plan available in all states, for Resale Plain Old Telephone Service (POTS) and DSL (NOTE: Linebacker does not cover CPE associated with the DSL). LineBacker may be ordered for additional lines.

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| --- | --- |
| **States** | **USOC** |
| AZ, CO, ID-S, MT, NM, UT, WY | OWM |
| ID-N, OR, WA | LBRXB |
| IA, MN, NE, ND, SD | UWM |
| ALL STATES. Residence Only, to be used with 1 and 2 line packages | OWMPA |

* NOTE: On qualified 1 and 2 line packages, only one wire maintenance USOC is required. When the USOC OWMPA is present on an account, it is the only wire maintenance USOC utilized and covers all lines on the account.
* UniSTAR™ (Universal Single Call Telecommunications Answering and Repair) is the business IWM plan, available in all states, for services such as Resale POTS, DSL (NOTE: UniSTAR does not cover CPE associated with the DSL) and Centrex, it provides customers with jack and wiring repair and trouble isolation work.
* UniSTAR is a per line, station line or trunk service, however, end-users are not required to have each line at their location covered by the IWM plan. A repair report on an uncovered line could result in the assessment of a TIC charge. Each circuit location or ESE extension requires a separate IWM plan.
* The USOCs by state

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| **States** | **USOC** |
| AZ, CO, ID-S, MT, NM, UT, WY | USP1X, USP2X, USP3X |
| UT | UNN1X |
| ID-N, OR, WA | SEQ1X |
| IA, MN, NE, ND, SD | UMP1X, UMP3X, UMP5X |

* IWM package plans: CenturyLink Choice™ Home (prior to August 16, 2004), CenturyLink Choice™ Home Plus and CenturyLink Choice™ Business include IWM, covering repair of inside wiring and jacks. CenturyLink Choice™ Home (August 16, 2004, and later) includes IWM if it is chosen as one of the three features available with that package.

#### Availability

IWM plans are available throughout [CenturyLink QC.](https://www.centurylink.com/wholesale/pcat/territory.html)

#### Terms and Conditions

A written Terms and Conditions/Service Agreement is provided to you on new IWM plan requests. IWM plans may vary by state, for state specific information view the [Tariffs/Catalogs/Price Lists](http://telecom-info.telcordia.com/).

IWM plans are not available with:

* [Resale - Asynchronous Transfer Mode (ATM)](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)
* [Resale - Digital Switched Service (DSS)](https://www.centurylink.com/wholesale/clecs/ordering.html)
* [Resale - Frame Relay Service (FRS)](https://www.centurylink.com/wholesale/pcat/resaleframerelay.html)
* [Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)](https://www.centurylink.com/aboutus/legal/tariff-library.html)

IWM plans do not cover the repair of:

* Buried cable between buildings on continuous property
* Intra-building wire, which is the inside wiring between floors, apartments, or suites in multi-tenant dwellings
* Installation of new jacks, or moving existing jacks
* Pre-existing trouble
* Repair of a damaged drop wire resulting from customer negligence

#### Technical Publications

Technical characteristics are described in the following Technical Publications:

* [Telcordia Generic Requirements (GRs)/Technical Reference (TRs)/Special Reports (SRs)](https://www.centurylink.com/wholesale/pcat/resaleatm.html)
* [American National Standards Institute (ANSI) Standard Publications](https://www.centurylink.com/wholesale/pcat/resaledss.html)

### Pricing

#### Rate Structure

General resale rate structure information is described in [Resale - General](https://www.centurylink.com/wholesale/clecs/lsog.html).

Recurring charges are billed on a monthly basis. There are no nonrecurring charges associated with IWM plans.

Additional rate structure information can be found in your Interconnection or Resale Agreement.

#### Rates

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

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection or Resale Agreement.

#### Tariffs, Regulations and Policy

Tariffs, regulations and policies are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/wholesale/clecs/negotiations.html).

IWM plans are billed at retail rates except in Oregon where the resale discount may apply.

A minimum billing period of thirty days applies for IWM plans.

### Features/Benefits

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| --- | --- |
| **Features** | **Benefits** |
| Cost effective | * Low cost for coverage provided * Provides protection from high repair cost * Requires no capital investment |
| No Disruption in IWM plan coverage | * Continued IWM plan coverage when an end-user converts from CenturyLink to a CLEC. |

### Applications

Contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) for additional information.

### 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/aboutus/legal/tariff-library.html).

If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/preordering.html).

#### Pre-Ordering

General pre-ordering activities are described in the [Pre-Ordering Overview](http://webstore.ansi.org/).

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

#### Ordering

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

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

Service requests should be placed using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com) or [EASE-LSR Graphical User Interface (GUI)](https://www.centurylink.com/wholesale/clecs/lsog.html).

IWM plan service requests are submitted using the following LSOG forms:

* Local Service Request (LSR)
* End User (EU)
* Centrex Resale Services (CRS)
* Resale Services (RS)
* DID Resale Services (DRS)
* Resale Private Line (RPL)

In the FEATURE field on the CRS and RS forms and in the REMARKS field on the DRS and RPL forms enter the applicable IWM plan USOC.

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

#### Provisioning and Installation

There are no provisioning and installation activities associated with IWM plans.

#### Maintenance and Repair

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html).

#### Billing

On a monthly basis, CenturyLink will provide you with billing information that will provide summary account information as well as end-user account information.

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/accountmanagers.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)

**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 Training](https://www.centurylink.com/aboutus/legal/tariff-library.html)

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/pcat/isdnpri.html).

### Frequently Asked Questions (FAQs)

**1. Is the installation of inside wire and jacks available to resellers in all states?**  
No, CenturyLink's [Inside Wire and Jacks Installation Services](https://www.centurylink.com/wholesale/downloads/2015/150306/HL_Inside_Wire_Mtce_Plan_V19.doc) are only available to resellers in Minnesota and Oregon.

**Last Update:** March 3, 2015

**Last Reviewed:** March 21, 2024

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