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

**Resale - Customized Call Management Services (CCMS), Centraflex® and Centron 1™ - V25.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2017/170720/HL_Resale_CCMS_Centraflex_Centron1_V26.doc)

NOTE: Customized Call Management Services (CCMS) is grandfathered in all states except Arizona effective April 11, 2005. This package is only available as a new service in Arizona.

Customized Call Management Services (CCMS) are grandfathered in all states effective July 20, 2017, and is no longer available as a new service.

Centron 1 is grandfathered in all states effective July 20, 2017, and is no longer available as a new service.

Centraflex 2 is grandfathered in the State of Oregon effective March 30, 2007, with a subsequent sunset date of December 31, 2007.

Centraflex products are grandfathered in all states effective July 20, 2017, and are no longer available as a new service.  
  
Contact your [CenturyLink™ Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information.

**Product Description**

CenturyLink's retail telecommunications services Customized Call Management Services (CCMS), Centraflex® and Centron 1™ are available for resale by Competitive Local Exchange Carriers (CLECs) to their end-users. Additional information about resale of CenturyLink's retail services is available in [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

Centron 1, offered as a business product is called CCMS. Centraflex is a residential product offering, serving customers with two to six lines. Centraflex is offered in the Western region only. Centron 1 is also a residential product offering. CCMS, Centraflex and Centron 1 use Centrex central office capabilities to allow end-users to combine Touchtone lines at the same or different locations into a single communications system.

CCMS, Centraflex and Centron 1 include a standard feature package and allow additional features to be added to the basic package at a discount.

Standard Packages, Rate Stability Plans and Optional Features may vary by state. For state specific information view the [Tariffs/Catalogs/Prices Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

A complete list of standard features, feature descriptions, availability, pricing, and ordering information is available in the [Resale - Features](https://www.centurylink.com/wholesale/clecs/features/resalefeatures.html) matrix.

**Availability**

CCMS is available as a business service in where facilities exist throughout [CenturyLink QC.](https://www.centurylink.com/wholesale/pcat/territory.html) Centraflex is available in all DMS™-100, and 5ESS® switches and in some DMS-10 and Ericcson offices for residence service in Idaho-N, Oregon, and Washington. Centron 1 is available with residence service where facilities exist in Arizona, Colorado, Idaho-N, Idaho-S, Montana, New Mexico, Utah, and Wyoming. To determine state specific availability, view the [Tariffs/Catalogs/Prices Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Terms and Conditions**

All lines in a Centraflex system must be either all flat or all measured whether on the same or different premises (you cannot have a combination of flat and measured lines on the same account).

It is your responsibility to provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Information regarding 911/Enhanced 911 (E911) is located in [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.html).

For each main telephone number CenturyLink will accept one white page directory listing at no charge. Additional information about directory listings is available in [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

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

**Technical Publications**

Technical characteristics are described in:

* [Telcordia Special Reports (SRs)](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), SR-2275, Notes on the Network.
* [American National Standards Institute (ANSI) Standard Publications](http://webstore.ansi.org/)

**Pricing**

**Rate Structure**

CenturyLink retail rates, rate elements and how they apply to CCMS, Centraflex and Centron 1 services are available in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional general resale rate structure information is located in [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).

**Rates**

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

CenturyLink's retail rates for CCMS, Centraflex and Centron 1 services, less any applicable resale discount, apply to resold CCMS, Centraflex and Centron 1 services. 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**

Standard features cannot be substituted for another feature.

Centraflex cannot be used with inter-Local Access and Transport Area (LATA) Foreign Exchange (FX) service. All lines must be located in the same LATA.

Tariffs, regulations and policies applicable to CenturyLink retail products available for resale are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

Additional rules, regulations and policies can be found in your Interconnection or Resale Agreement.

**Optional Features**

CCMS, Centraflex and Centron 1 optional feature availability and pricing may vary according to state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

A complete list of standard features, feature descriptions, availability, pricing, and ordering information is available in the [Resale - Features](https://www.centurylink.com/wholesale/clecs/features/resalefeatures.html) matrix.

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Network Optimization | Uses Centrex central office capabilities |
| Product Flexibility | Allow customers to combine Touchtone lines at the same or different locations into a single communication system. |

**Applications**

Contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for 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/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**

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

Mechanized pre-ordering activities and requirements are located in the [EASE-LSR User's Guide](https://ease.lumen.com/).

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

**Ordering**

It is important to understand the [Resale - General](https://www.centurylink.com/wholesale/pcat/resalegeneral.html) procedures before ordering CCMS, Centraflex and Centron 1.

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

On existing service requests, orders should be placed using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or the [.](https://ease-lsr.lumen.com/)

[CCMS, Centraflex and Centron 1 are considered Plain Old Telephone Service (POTS) and follow the POTS ordering guidelines documented in the Local Service Ordering Guidelines (LSOG). Service requests are submitted using the following LSOG forms:](https://ease-lsr.lumen.com/)

* [Local Service Request (LSR)](https://ease-lsr.lumen.com/)
* [End User (EU)](https://ease-lsr.lumen.com/)
* [Resale Services (RS)](https://ease-lsr.lumen.com/)
* [Directory Listing (DL), if applicable](https://ease-lsr.lumen.com/)

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

USOCs and (FIDs) are described in the [Universal Service Order Codes (USOCs) and Field Identifiers (FIDs)](https://usocfidfind.centurylink.com/).

**Provisioning and Installation**

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**

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 Record 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**

View 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)**

This section is being compiled based on your feedback

**Last Update:** July 20, 2017

**Last Reviewed:** March 4, 2024

Centron 1™ is a Trademark of CenturyLink™  
  
Centraflex® is a Registered Trademark of CenturyLink™  
  
5ESS ® is a Registered Trademark of Lucent Technologies, Inc.  
  
DMS™ is a Trademark of Nortel Networks