<https://www.centurylink.com/wholesale/wireless/customercontacts.html>

## **Wireless Customer Contacts - V12.0**

[History Log](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2019/190228/HL_WSP_Customer_Contact_V12.doc)

**Description**

Various CenturyLink™ Wholesale Organizations support your service delivery efforts. Refer to individual [CenturyLink Wholesale Products and Services](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/index.html) for specific details or contact your [CenturyLink Account Team/Sale Executive or Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) for additional information. You may also send questions, comments or requests directly to CenturyLink via [email](mailto:intagree@centurylink.com).

**Doing Business with CenturyLink**

CenturyLink provides step by step instructions and a checklist to guide you as you establish your relationship with CenturyLink . To work through this process with a CenturyLink representative, contact the [Manager - Interconnection Agreements](mailto:intagree@centurylink.com) by email, by telephone at 303-992-5906 to begin negotiations.

If you are a new WSP and are ready to do business with CenturyLink , view [Getting Started as a Facility-Based WSP](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/wireless_index.html). If you are an existing WSP wishing to amend your Interconnection Agreement or Customer Questionnaire, additional information is located in the [Interconnection Agreement](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/negotiations.html).

**Account Team / Sales Executives and Service Managers**

Your CenturyLink Account Team will be your first point of contact to begin conducting business with CenturyLink . Please click [here](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) to view the Account Team / Sales Executives and Service Managers Roles and Responsibilities. For UNE-P products, sales and service support will be handled by your Service Manager. If you do not know your assigned CenturyLink Sales Executive or Service Manager, use the [CenturyLink Wholesale Information Tool (CWTT)](http://lxdenvmap422.qintra.com:50000/wholesale/ccdb) to locate the CenturyLink Sales Executive or Service Manager assigned to your company. If you do not find your CenturyLink Sales Executive or Service Manager, contact our Sales Operations at 252-727-1934 for assistance.

**Availability**

Wireless services are available where facilities exist throughout [CenturyLink QC.](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html)

**Pricing**

**Tariffs, Regulations and Policies**

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

**Implementation**

**Pre-Ordering**

Pre-ordering functionality may vary depending on the Wireless products or services requested. See individual [Wireless Service providers (WSP)](http://lxdenvmap422.qintra.com:50000/wholesale/industrysolution/wireless.html) products and services for details.

See Contact section for Wireless Customer Contact pre-ordering information.

**Ordering**

Ordering functionality may vary depending on the Wireless products or services requested. See individual [Wireless Service providers (WSP)](http://lxdenvmap422.qintra.com:50000/wholesale/industrysolution/wireless.html) products and services for details.

See Contact section for Wireless Customer Contact ordering information.

**Provisioning and Installation**

Service intervals are found in the [Service Interval Guide (SIG)](http://lxdenvmap422.qintra.com:50000/wholesale/guides/sig/index.html).

See Contact section for Wireless Customer Contact provisioning information.

**Maintenance and Repair**

Maintenance and repair problems are reported to the CenturyLink Customer Service Center 1-800-954-1211. If your end-users experience problems with their local circuits or services, provisioned with CenturyLink provided products and services, their first point of contact is you, their service provider. You or your end-user must isolate the trouble and verify it is not the customer-owned equipment or cable before calling.

**Escalations**

You may initiate an escalation of your service request at any time during the ordering or repair process by calling the appropriate center. Refer to our [Wireless Expedites & Escalations Overview](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/expedites.html) to review our escalation process.

**Billing**

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](http://lxdenvmap422.qintra.com:50000/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)

Carrier Access Billing System (CABS) billing is described in [Billing Information - Carrier Access Billing System (CABS)](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/cabs.html).

See Contact section for Wireless Customer Contact billing information.

**Training**

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

* This introductory Wed-based training 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~~  [Click here to learn more about this Training](http://lxdenvmap422.qintra.com:50000/wholesale/training/wbt_desc_lq101.html).

View additional CenturyLink courses by clicking on ~~Course~~ [Training Catalog](http://lxdenvmap422.qintra.com:50000/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in [Account Team / Sales Executives and Service Managers](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html).

Calls to CenturyLink may be monitored or recorded. You will hear the following announcement when you call: "Thank you for calling CenturyLink . This call may be monitored or recorded for quality assurance or training purposes".

For billing and service request questions contact:

|  |  |
| --- | --- |
| **CenturyLink Wholesale Service Center** | |
| Provisioning | 866-434-2555 |
| Billing | 866-434-2555 |

**Frequently Asked Questions (FAQs)**

This section is being compiled based on your feedback.

**Last Update:** March 1, 2019

**Last Reviewed:** March 25, 2024

[About Lumen](https://www.lumen.com/en-us/about.html) | [About Century Link](https://www.centurylink.com/aboutus.html) | [Careers at Lumen](https://jobs.lumen.com/global/en) | [Site Map](http://www.centurylink.com/sitemap.html) | [Wholesale Legal Notices](http://centurylink.com/legal/index.html) | [Privacy Policy](http://www.centurylink.com/Pages/AboutUs/Legal/PrivacyPolicy/) | [Tariffs](http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html) | [Contact Us](http://www.centurylink.com/wholesale/CS_profile.html)[Partners](http://www.centurylink.com/business/partners/) | [Consultants](http://www.centurylink.com/business/consultants/)[Residential](http://www.centurylink.com/home/) | [Small Business](http://www.centurylink.com/small-business/) | [Medium - Enterprise](http://www.centurylink.com/business/) | [Wholesale](http://www.centurylink.com/wholesale/)©2024 CenturyLink, Inc. All Rights Reserved.