**<https://www.centurylink.com/wholesale/clecs/preordering.html>**

**Pre-Ordering Overview - 79.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2017/170130/HL_PreOrdering_V79.doc)

**Description**

Pre-Ordering refers to the set of activities performed by you in conjunction with placing a service request with CenturyLink for Unbundled Network Elements (UNEs), Resale Services, Wholesale Interconnection Products (e.g., Local Interconnection Services (LIS), or Unbundled Dedicated Interoffice Transport (UDIT)) or commercial local exchange services products, e.g. CenturyLink Local Service Platform™ (CLSP™). Performing Pre-Ordering activities allows you to validate details (e.g., end-user account information, facility and service availability, addresses, loop qualifications) prior to submitting service requests and avoids unnecessary errors and/or delays of your request.

As a high level view of the Pre-Orderingfunctions available to you, this web page describes activities commonly performed by you, prior to submitting your service requests to CenturyLink. For UNEs, Resale, and commercial local exchange products and services examples are:

* Validate:
  + Addresses
  + CFA
  + Meet Point Query
  + NC/NCI Codes
  + Raw Loop Data ~~(IMA)~~
  + BAN ~~(EASE only)~~
* Review Customer Service Records (CSR)
* Reserve Telephone Number(s) (TNs)
* Facility Availability
* Service Availability
* Qualifying Loops:
  + Integrated Services Digital Network (ISDN)
  + Unbundled Asymmetric Digital Subscriber Line (ADSL) Compatible Loop
  + CenturyLink Commercial Broadband Services
* Schedule Appointment

UNE, Resale, and commercial local exchange products and services utilize CenturyLink's Enhanced Automated Service Order Entry (EASE) Pre-Order. ~~Interconnect Mediated Access (IMA) web based Graphical User Interface (GUI) tool for Pre-Ordering functions~~. Since these activities may vary by individual product or service, refer to the information on the [Wholesale Interconnection Products and Services](https://www.centurylink.com/wholesale/pcat/index.html) web pages. Refer to the [Ordering](https://www.centurylink.com/wholesale/clecs/ordering.html) Overview to view a matrix of Wholesale Interconnection Products and Services grouped by the ordering forms, Local Service Requests (LSR) or Access Service Requests (ASR), used to submit requests for Wholesale Interconnection Products and Services.

Detailed information on how to use CenturyLink's ~~IMA~~ Pre-Order functionality can be found on [our  EASE User Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html). [~~IMA GUI~~](https://www.centurylink.com/wholesale/ima/gui/index.html)~~. and~~[~~Extensible Markup Language (XML)~~](https://www.centurylink.com/wholesale/ima/xml/index.html)~~web pages.~~

Non-~~IMA~~ EASE user information is addressed further within this web page.

For Wholesale Interconnection services ordered with an ASR, pre-order functions are available in the EASE Pre-Order Validation Tool:

* A high level view of the Pre-Ordering validations available to you follow:
* Service address
* Billing Account Number (BAN)
* NC/NCI/SECNCI
* CLLI
* Connecting Facility Assignment (CFA)

For additional information and detailed instructions on using the EASE Pre-Ordering Validation Tool, refer to the [EASE User Guide](http://ease.centurylink.com/guide_asr.shtml).

**Implementation**

~~To access IMA's Pre-Ordering functions, you need to be properly set up and to complete a Personal Profile. Refer to~~[~~IMA's Connection Guide~~](https://www.centurylink.com/wholesale/ima/gui/index.html)~~for information.~~

Performing the Pre-Ordering activities described below allows you to avoid unnecessary errors and/or delays of your service request. CenturyLink's ~~IMA~~ EASE fully supports these Pre-Ordering activities. Many of these functions are also supported by CenturyLink's Customer Service Inquiry and Education (CSIE). Information is available in the [Contact Section](https://www.centurylink.com/wholesale/clecs/preordering.html#contact) of this web page.

**Address Validation**

While CenturyLink does not require you to use pre-order address validation, it is recommended. Validating your end-user’s address confirms that the service address is serviced by CenturyLink and is valid in CenturyLink’s address database.  CenturyLink’s address validation system requires an exact match and is formatted to comply with U.S. Postal Standards. When you submit your LSR, ~~IMA~~ EASE will attempt to match the address submitted on your End-User (EU) form to our back end address database (LFACS AN).  If CenturyLink is unable to match your end-user’s address to a single service address, your request may be rejected.  If your end-user wants a listed address that is formatted differently from the address on the EU form, please submit a Directory Listing form.

Service address information and formats required by CenturyLink are as follows:

* Street number prefix
* Street number
* Street number suffix
* Street directional prefix (e.g., N (north), S (south), can be either spelled out or abbreviated; and NE (northeast), SW (southwest), etc. must be abbreviated)
* Street name – in most states numbered street addresses must contain an ordinal (“th”, “rd” or “nd”) behind them to match. Exceptions to this rule are in Utah (please see note below) due to grid addressing system, and some areas of Washington and Oregon.
* Street thoroughfare designation (e.g., St., Ave., Hwy, etc.) – a mismatch in abbreviation will prohibit an exact match. Please reference the downloadable [Thoroughfare Abbreviation Table](https://www.centurylink.com/wholesale/downloads/2012/120113/ThoroughfareAbbreviationTable01-13-12.xls) for assistance.
* Street directional suffix (e.g., N (north), S (south), NE (northeast), SW (southwest) etc. must be abbreviated)
* Descriptive or unnumbered addresses such as route numbers
* Unit or Apartment number, Room, Floor, or Building  
  NOTE:  The PNA Remarks may return content to assist in your address validation involving supplemental information.
* City (e.g., village, township, etc.), – please reference the [downloadable Community Names table](https://www.centurylink.com/wholesale/systems/street.html)from the Street and Wire Information web site if you are having trouble matching your end-user’s community name.
* State
* ZIP/Postal Code
* Customer Address Location Areas (CALA)

NOTE: Numbered street addresses in Utah will usually not carry an ordinal (“th”, “nd”, etc.) (e.g., 100 W 200 S) due to the grid system used in most cities in the state. However, some addresses had an ordinal in PREMIS prior to converting to LFACS AN. These addresses will still have ordinals associated with them; (e.g. 123 1st Ave). If an ordinal was not present on the address in the former PREMIS system, (e.g. 567 2 Ave) the ordinal was not added when the conversion to LFACS AN was done.

With ~~IMA~~ EASE you can validate ~~up to ten~~ unlimited addresses in a work session by using the Service Address or TN however storage is limited to 90 days~~:~~. ~~IMA stores the~~ ~~last ten addresses validated~~:

* By Street Address: Requires the street address
* By TN: Requires a Working Telephone Number (WTN) at the service address and CenturyLink recommends you also use either CALA or zip code

Based on the Street Address Guide (SAG) information, the address validation can be:

* Exact Match**:** End-user’s address with Service Line, Primary Number Address, and Switch related information.
* Near Matches: Near matches are similar addresses that are returned but they do not exactly match the address you input for validation.  For example there could be a variation in the street thoroughfare (St. versus Dr. or Ave.).  ~~IMA~~ EASE will either return all the near matches found in the CenturyLink database for the requested CALA allowing you to select one, or the exact match as found in LFACS AN which may have a slight difference in the address as you input it (e.g. 130 Whitaker NE versus 130 NE Whitaker Way).
* Supplemental Matches: Multiple matches at the same location with a sampling of floors, rooms and buildings. To validate, determine if one is correct.  The Local Serving Office (LSO) and Rate Zone are not provided, therefore the address must be revalidated using the street validation by adding the data (e.g., floor, room, etc.) required for an exact match.  In some cases a Supplemental match is returned when the basic address is appropriate for selection. ~~IMA~~ EASE will return a list of up to 25 supplemental locations including a blank field which represents the basic address. Make the appropriate selection and revalidate your address. NOTE:  The PNA Remarks may return content to assist in your address validation involving supplemental information.
* Multiple Matches: Multiple matches are returned when the address you input for validation matches in several communities and more information is needed to get to an exact match.  ~~IMA~~ EASE will return all the multiple matches and you should review, validate, and select from them.
* SAG Only Match: A SAG only information message usually indicates a new service address or a service address that has not been serviced by CenturyLink recently, but can also indicate no match can be found in the CenturyLink address database. A SAG only information message can be returned in response to an Address Validation or Facility Availability Query. Regardless of the source of the message, a SAG only response requires a technician visit to install service for your end-user and your LSR should be submitted by scheduling an appointment and populating the APPTCON field with the appointment reservation number.  If you know the address is a new construction address, you must also populate the New Construction (NCON) field on the End User (EU) form.  Facilities may not exist at SAG only addresses and CenturyLink cannot guarantee your Desired Due Date (DDD).  CenturyLink may also require more information such as a nearby working CenturyLink telephone number or a nearby address with working CenturyLink service to process a SAG only request.  In the event you receive a SAG only message in error, contact the CSIE for resolution.  Additional data regarding SAG only addresses is available in the [Resale General PCAT](https://www.centurylink.com/wholesale/pcat/resalegeneral.html).  
  NOTE: When entering a new LOC at an existing service address due to a SAG Only match in ~~IMA~~ EASEAddress Validation, an NCON = B entry should be made on the End User form.
* Multiple CALA/SAGA: When a Zip Code spans multiple cities/communities the CALA data is used to identify specific Zip Code, Address, and City/Community combinations.  ~~IMA~~ EASE displays possible combinations allowing you to select the correct CALA to obtain a match.

Street Adress Guide Area (SAGA) and New Community Access Location Area (CALA) Information is described in the [New CALA and SAG Guide Information Document](https://www.centurylink.com/wholesale/downloads/2012/120113/NewCALAandSAGGuideInformation01-2012.doc).

**Addresses Not Serviced by CenturyLink**

Addresses within CenturyLink serving areas are not necessarily serviced by CenturyLink.  A remark may be returned under the PNA Remark TAB with the address validation response to indicate when facilities are owned and service is provided by a company other than CenturyLink.  This remark does not encompass CenturyLink’s resellers or CLECs providing services on behalf of CenturyLink.

Note:  The PNA Remark is only returned when an exact match is found associated to the address input and the address is marked as being owned by a company other than CenturyLink.  If the address queried is not found in the database, ~~IMA~~ EASE will advise that the address is not found and you will need to revalidate whether or not the address is in CenturyLink’s territory.  If an exact match is not found, but a similar address or near match is found, ~~IMA~~ EASE will return the appropriate message as described above and you will need to reevaluate whether the address is in CenturyLink’s or another company’s territory.

**Differences Between Address on Records and Pre-Order Address Validation Output**

There may be differences in some of the data returned to you once an area has been converted to the new LFACS AN system. Differences are described below:

* Local Servicing Office (LSO) data may be returned in the community name field instead of the city. If this occurs, you will need to submit your request using the LSO returned during address validation as the city on the End-User (EU) form. This information will be corrected before your service order posts for billing during the service order provisioning process.
* When validating an address by TN, you may receive two addresses where the TN is working. An example of this is when the phone number works at two locations during a move (dual service).
* When validating a descriptive address (AHN) you will receive a comma (,) instead of an "at sign" (@) in the response.
* The listed name of the end-user at the address may be returned with their omission request at the beginning, in the middle or behind their name. For example: OTMLSmith, John; Smith; OTMLJohn; or Smith, JohnOTML.
* The word “highway” has two different functions in an address. One is a street name and the other is a thoroughfare. “Highway”, when used as a street name must be spelled out. “HWY” when used as a thoroughfare, must be abbreviated.
  + 123 US Highway 50 – in this case is a street name
  + 1253 S Greeley Hwy – in this case is a thoroughfare

For more specific information related to Address Validations in ~~IMA~~ EASE refer to the [~~IMA~~ EASE](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)  [User's Guide](http://lxdenvmap422.qintra.com:50000/wholesale/cmp/ima-ease-issue-log.html).

For non-~~IMA~~ EASE users, or when new housing/building developments or construction have not been added to CenturyLink's databases, the CSIE agent will assist you with the address validation. You may be asked to provide any/all of the following information:

* End-user’s service address
* Near by working CenturyLink telephone number
* Legal description of the property

If the address is not new but is invalid, CenturyLink will need to correct the address information within the system. If this is the case, please contact the CSIE for assistance. The CSIE Agent will request the service address information to process an address correction and, if applicable, will provide the following information:

* Numbering Plan Area/Numeric Numbering Plan (NPA/NXX) of the serving wire center
* Correct spelling of the street address (if applicable)
* Service availability (e.g., call waiting)
* Primary Interexchange Carrier (PIC) availability

CenturyLink cannot build address locations in circumstances when the customer is responsible for the inside wiring of the service. The CSIE Agent will request that the CLEC mark the LSR for manual handling and request that the CLEC either indicate the LOC in the remark section of the LSR or populate the LOC in the AAI field of the End User form.

**Border Town**

A Border Town is one that is located near the border between two states and provisioned out of a central office in a state other than that in which the town is physically located.

Generally, Border Town accounts are billed the rates and taxes from the State the end-user customer resides in, not the State where the serving Central Office is located. However there are some location exceptions located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html). Recurring rates, nonrecurring rates, and billing information is described in the specific Product Catalogs (PCATs) located on the [Wholesale Web](https://www.centurylink.com/wholesale/) site.

For a list of Border Towns in the CenturyLink QC region, [click here](https://www.centurylink.com/wholesale/downloads/2011/111222/DNLD_Bordertown_Dec_2011.doc).

Where you do not have an Interconnection Agreement in a Border Town state, an amendment is necessary to add terms, conditions and rates for services terminating in Border Towns.

For more information regarding the Border Town Amendment, refer to the [Amendments](https://www.centurylink.com/wholesale/clecs/amendments.html) page.

**Customer Service Record Retrieval**

Following are limitations/restrictions associated with CSR retrieval:

* When the CSR "AGAUTH" field is "N", not owned (i.e., accounts not owned by you), CSRs are not retrieved.
* Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by WTN.
* Only one is retrieved when you pull a CSR by ECCKT.
* ~~A small CSR is considered up to 50 pages for EASE IMA GUI and up to 75 pages for EASE IMA XML. A large CSR is considered up to 300 pages for EASE IMA GUI and up to 450 pages for EASE IMA XML.~~
* ~~The maximum number of pages returned at one time for a CSR is 300 pages in EASE IMA GUI and 450 pages in EASE IMA XML.~~
* ~~When a CSR has more than 300 pages in EASE IMA GUI and 450 pages in EASE IMA XML, you will need to transmit the CSR using File Transfer Protocol (FTP).~~
* Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does not include Centrex 21 (class of service (C21XX)).
* Independent Payphone Providers can only view accounts they own.
* You cannot retrieve CSRs for Summary Billed Accounts you do not own.
* ~~You cannot retrieve CSRs in EASE IMA Pre-Ordering for the following services:~~
  + ~~Stand Alone Listings~~
  + ~~Resale Frame Relay~~
  + ~~Unbundled Feeder Loop~~

If you receive a request from an end-user for an outside move of service that includes keeping the same telephone number at the To (T) and From (F) address, you should verify that the telephone number will work simultaneously at both addresses, i.e., dual service. The following steps are applicable:

* Perform an address validation at both addresses (T and F) via EASE ~~IMA~~
* Perform a facility availability query for both addresses (T and F) via EASE ~~IMA~~
* EASE ~~IMA~~ will respond with dual service availability information, i.e., dual service is available, unavailable, or undetermined.
* If the EASE ~~IMA~~ response is undetermined, consider that response the same as unavailable and do not offer the service to your end-user.
* If you do not use EASE ~~IMA~~, contact the CSIE to perform the address validation and facility availability functions.

If you are placing an order to move an existing end-user that has Centrex or Centron service all WTNs should be validated. This validation process is explained in the [CLEC Process for Requesting End-User WTNs](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDProcessforRequestingWTNsPre-Ordering01-2012.doc).

CSRs that contain multiple telephone lines will identify which line each Universal Service Order Code (USOC) is associated with by listing the TN as Field Identifier (FID) detail following the individual USOC. CSRs that contain only one line generally do not contain the TN FID detail following the individual USOC. All USOCs in the single line account are associated with the TN contained in the account number.

Before obtaining or viewing a CSR you are required to have permission from the end-user to retrieve their CSR. Permission can include verbal, TTY, written, etc. To retrieve the CSR, the "AGAUTH" field of the CSR must contain a "Y" indicating you have permission to retrieve the CSR.

Permission is not required if you already own the account., however, the "AGAUTH" must equal "Y" when you request a CSR.

To determine if you own the end-user's account, CenturyLink compares your Reseller ID (RSID) for Resale services or CLEC ID (ZCID) for UNE service to the RSID or ZCID on the CSR:

* If the IDs do not match, your request for the CSR will be rejected and your CSR request will require proper permission before you can view/obtain the CSR.
* If the IDs match, permission is not required; however, for EASE ~~IMA~~ Pre-Ordering to retrieve your CSR an entry of "Y" is required in the "AGAUTH" field.

When you request a CSR, EASE ~~IMA~~ filters out the proprietary information prior to sending the CSR.

If applicable, you will receive a Virtual Customer Service Record (VCSR) when you request a CSR for a POTS Account. A VCSR is the result of merging current static CSR information and information from eligible service orders that are pending or complete but have not yet posted to the CSR. The CSR Date Field on your CSR request will determine eligible service orders from which information will be obtained for a VCSR. Information from service orders with due dates up to and including the CSR Date will be included in the VCSR. Information from service orders with due dates beyond the CSR Date will not be included in the VCSR. Service orders with due dates beyond the CSR Date will be listed as "Pending Orders" on the CSR response with a merge indictor of "N" (Not Merged). If you plan to use CSR information to submit a LSR, it is important that you use valid due dates when requesting a CSR. The DDD for the LSR should be entered in the CSR Date field of the CSR request.

Refer to [~~IMA~~ EASE](https://www.centurylink.com/wholesale/ima/gui/index.html) [User's Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html) for more detailed instructions for retrieving and reviewing CSRs.

You may request a CSR for LSR ordered/CRIS billed accounts in one of two ways: a verbal request via the CSIE CSR Hotline at 866-434-2555, or by sending an e-mail request to [csie@CenturyLink.com](mailto:csie@centurylink.com?subject=CSR_Request). To initiate your e-mail CSR request, you need to complete and send the [CSR Request Form](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLDCSRRequestform01-2012.xls), which will be processed on a first in - first out basis. The resulting CSR (50 pages for EASE ~~IMA~~ GUI and 75 pages for EASE ~~IMA~~ XML) output will be delivered to you either by email or fax. For larger CSRs, 300 pages for EASE ~~IMA~~ GUI and 450 pages for EASE ~~IMA~~ XML, the output will be mailed or transmitted via FTP. You should have your requested CSR within 3 business days of sending your request to CenturyLink.

To ensure that the correct end-user account information is retrieved, it is beneficial to enter a 16 character Account Number (AN) when you request a CSR (and during LSR order submission). The AN includes the following:

* Area Code
* End-user telephone number
* Customer (CUS) Code

Note: a 16 character AN includes three dashes when it is displayed from applicable systems.

The CUS Code is assigned based upon the order activity associated with an account. The table below describes how CUS Codes may change during the bill posting process after a Completion Notice (CN) is issued. The changes to the CUS Code are based upon service order activity, product, and region as described in the table below.

You can determine what service order activity was assigned to your LSR by reviewing the number assigned to the order located on the FOC. The first character of this number denotes the service order activity referenced in the table below. For example, an order number beginning with "N" identifies a New Service connect request.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Order Activity and Product** | **Region** | **How CUS Code is determined during bill posting process?** | **Exception(s)** |
| C order (Conversion) activity  All products | Eastern | Last 3 digits of the AN located on the CN, then incremented by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 124. | If during the bill posting process a past due account is found with the same TN and CUS Code, the already incremented CUS Code will be incremented again by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 125. |
| C order (Conversion) activity  All products | Central and Western | Last 3 digits of the AN located on the CN.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 123. | If during the bill posting process a past due account is found with the same TN and CUS Code, the CUS Code will be incremented by 100.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 223. |
| N order (New Service or Conversion) activity  All products, except Unbundled Loop | Eastern | Last 3 digits of the N order number located on the FOC notice.  Example: FOC shows N order number "N12345678"; CN shows AN as "xxx-xxx-xxxx-678; CSR CUS Code would be 678. | If during the bill posting process a past due account is found with the same TN and CUS Code, the CUS Code will be incremented by 1.  Example: CN shows AN as "xxx-xxx-xxxx-678; CSR CUS Code would be 679. |
| N order (New Service) activity  Unbundled Loop | Eastern | Last 3 digits of the AN located on the CN, then incremented by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 124. | If during the bill posting process a past due account is found with the same TN and CUS Code, the already incremented CUS Code will be incremented again by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 125. |
| N order (New Service or Conversion) activity  All products | Western and Central | Last 3 digits of the AN located on the CN.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 123. | If during the bill posting process a past due account is found with the same TN and CUS Code, the CUS Code will be incremented by 100.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 223. |
| T&F orders (To & From) activity  All products | Eastern | Last 3 digits of the AN located on the CN, then incremented by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 124. | If during the bill posting process a past due account is found with the same TN and CUS Code, the already incremented CUS Code will be incremented again by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 125. |
| T&F orders (To & From) activity  All products | Central | Last 3 digits of the AN located on the CN, then incremented by 100.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 223. | If during the bill posting process a past due account is found with the same TN and CUS Code, the already incremented CUS Code will be incremented again by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 224. |
| T&F orders (To & From) activity  All products | Western | Last 3 digits of the AN located on the CN.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 123. | If the T order is delayed due to lack of facilities for two billing cycles beyond the posted F order, the T order must be changed to a N order. In this situation, the CUS Code changes to the last 3 digits of the N order.  Example:N order number is "N12345678"; CN shows AN as "xxx-xxx-xxxx-678; CSR CUS Code would be 678 |
| C order  Main Account Telephone Number (Billing Telephone Number) Change  All products | Eastern | Last 3 digits of the AN located on the CN, then incremented by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 124. | If during the bill posting process a past due account is found with the same TN and CUS Code, the already incremented CUS Code will be incremented again by 1.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 125. |
| C order  Main Account Telephone Number (Billing Telephone Number) Change  All products | Western/Central | Last 3 digits of the AN located on the CN.  Example: CN shows AN as "xxx-xxx-xxxx-123; CSR CUS Code would be 123. | Not applicable. |

**Telephone Number Reservation**

TNs may be requested for the following:

* New Service: including Vanity and Custom numbers
* A new line on existing service – including Vanity and Custom numbers
* Change of a telephone number – this includes Vanity numbers, Custom numbers, and Custom Ring numbers

EASE ~~IMA~~ offers you several options for requesting TNs:

* Select one or more of the TNs offered
* Exchange the TNs offered
* Reject the TNs offered

If the wire center (Central Office (CO)) serving the end-user address is a multi-switch wire center, you must verify that the TNs you select are valid for the end-user’s address.  If your request involves adding a line to a hunt group or adding a line associated with existing voice mail for  Centrex 21, or Plain Old Telephone Service (POTS) services in a multi-switch CO, you must verify that the NPA/NXX(s) of the TNs you reserve match the NPA/NXX(s) currently on the account before submitting your request.  If the telephone number reservation tool returns any NPA/NXX other than what was requested, you should call the CSIE  Help Desk for assistance in obtaining an appropriate TN to place on your request.

TNs you accept, including custom numbers, must be submitted on a service request within 30 calendar days from acceptance or the TNs will be returned to the TN database. Except for Customer Vanity Number, the Purchase Order Number (PON) is ~~not~~ required when reserving telephone numbers in EASE ~~IMA~~ ~~versions 19.0 and higher~~. ~~However, if the~~ When the PON is used ~~when~~ to reserve~~ing~~ a TN it must be the same as the PON on the service request. The RSID/ZCID and ACTL codes that you are logged in with when you accept TNs in pre-order must be the same as the codes you are logged in with when you submit an LSR using the reserved TNs. If the CLEC codes are different, EASE ~~IMA~~ will not use the reserved TN in order generation because it detects the mismatch. Your order will be issued with a different TN and you will be advised only via Firm Order Commitment (FOC).

You cannot return a TN after it has been accepted. ~~Generally,~~ There is no limit to the number of TNs you can reserve ~~up to nine TNs~~ at any ~~time for a~~ given address. Only three Easy Numbers or five Consecutive Blocks of numbers can be reserved at one time. If your needs exceed these limits, contact the CSIE for assistance. For more details on reserving TNs, refer to the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

Non- EASE ~~IMA~~ users requesting TNs may call the CSIE and provide the following information:

* Valid service address
* Type of service (e.g., 1FR, Public Access Line (PAL), ISDN)
* Quantity of new TNs that will be requested

The CSIE will offer TNs for your selection, giving you the following options:

* Verbally accept one or more of the TNs offered
* Exchange the TNs offered
* Reject the TNs offered

TNs you accept, including custom numbers, must be submitted on a service request within 30 calendar days from acceptance or the TN(s) will be returned to the TN database. The CSIE will assist you if you need more than nine TNs.

Note: TNs are not guaranteed until they are activated, therefore do not print the number on any letterhead, business cards or checks until you have validated the TN is working. There is a possibility that the TN could change.

You can request Custom (Vanity) TNs by using EASE ~~IMA~~. Additional charges apply for Custom (Vanity) TNs. For more detailed instructions regarding how to obtain Custom TNs, refer to the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

If you do not use EASE ~~IMA~~, contact the CSIE with the following information:

* PON
* DDD
* Requested TN
* NPA/NXX of the serving wire center from which lines will be provided

The CSIE Agent will verify the availability and provide you with information per your request.

**Facility Availability**

EASE ~~IMA~~ offers you the ability to see if facilities currently are available or if new facilities are required to fulfill your end-user's service request when it involves new line(s), loop(s) or circuit(s) for the following services:

* Design Services (e.g., Centrex services, Private Lines, etc.) and High Capacity Signal (HICAP): Displays the number of circuits and lines, class of service, assignable USOCs, appropriate service code, and location of any Multiplexers (MUXs).
* Connecting Facility Assignment (CFA): Presents your valid CFAs including both available and assigned connecting facilities. Information regarding busy CFA is available in [Appendix F](https://www.centurylink.com/wholesale/downloads/lqrld_clecjobaid.pdf) of the Loop Qualification and Raw Loop Data CLEC Job Aid.
* Converting POTS to Unbundled Loop: Lists loop characteristics for Unbundled Loop Service with Number Portability (LSNP) when migrating from one CLEC to another.
* Plain Old Telephone Service (POTS) Facility Availability: Shows the number and status of working lines at a location.
* Raw Loop Data: Retrieves Raw Loop Data by segments and sub-segments.

Detailed information related to facility availability checks and the results presented are found in the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

If you are not an EASE ~~IMA~~ user, you may contact the CSIE to perform facility availability checks.

EASE ~~IMA~~ allows you to perform Loop Qualifications using the Loop Qualification Tool:

* ISDN: Verifies if the facility can handle the type and volume of the Integrated Service Digital Network-Basic Rate Interface (ISDN-BRI) lines requested.
* CenturyLink Commercial Broadband Services: Verifies if the loop is qualified to carry High-Speed Internet traffic.
* Unbundled ADSL Compatible Loop**:** Identifies if the line is qualified for ADSL Compatible Loop.

Loop qualification requests for CenturyLink Commercial Broadband Services for 20 or more WTNs should be emailed to CenturyLink. Information regarding the process is described in [Appendix E](https://www.centurylink.com/wholesale/downloads/lqrld_clecjobaid.pdf#page=107) of the Loop Qualification and Raw Loop Data CLEC Job Aid.

Mechanized Loop Test (MLT) results may be available for your review. Information describing how to obtain MLT data is in Appendix G of the [Loop Qualification and Raw Loop Data CLEC Job Aid](https://www.centurylink.com/wholesale/downloads/lqrld_clecjobaid.pdf).

More detailed information on Loop Qualifications is described in the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

If you are not an EASE ~~IMA~~ user, you may contact the CSIE to perform Loop Qualifications at 1-866-434-2555.

**NC/NCI Code Validation**

You ~~may~~ cannot access Network Channel (NC), Network Channel Interface (NCI), and Secondary Network Channel Interface (SECNCI) code combinations and descriptions ~~that are supported by~~ through EASE ~~IMA~~ ~~flowthrough~~. ~~Descriptions are taken from CenturyLink Technical Publications and IMA NC/NCI Code Validation database sources. This may diminish the need to refer to technical publications for selected products. For information regarding these codes, valid code combinations, and related products, refer to the chapter entitled “Before Preparing Service Requests” of the~~ [~~IMA User's Guide.~~ Please contact your CenturyLink Service Manager for further assistance.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

**Service Availability**

~~IMA~~ Service Availability allows you to confirm that products, services, and/or long distance carriers requested by your end-user are offered at the end-user's location and in CenturyLink's CO Switch. Using your Interconnection Agreement, area code, prefix, and the state identifier, EASE ~~IMA~~ identifies available services. Note: EASE ~~IMA~~ Service Availability does not provide information at the switch level. For information regarding features available at a switch level, refer to the [InterCONNection (ICONN) database](http://centurylink.com/iconn). Prior to accessing the ICONN database, please review the CSR when an EXK is present, and the TN has been ported and is not present in the native switch. The address must be validated, serviced by CenturyLink and the LSO of the serving office must be used in the ICONN database, as the NPA/NXX of the end-user may not be representative of the LSO of the serving office. If this is a new request and there is no current CSR, the current address of the end-user must be validated and, serviced by CenturyLink the LSO for the serving office used in the ICONN database.

Refer to [~~IMA~~ EASE User's Guide](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html) for details related to EASE ~~IMA~~'s Service Availability features. Contact an CSIE Agent should you need assistance validating or resolving Service Availability related issues.

If you are not an EASE ~~IMA~~ user, you may contact the CSIE to perform service availability verification.

**Appointment Reservation**

Reserving an appointment allows you to select the date and time you would like to have a CenturyLink technician dispatched for premises or non-premises work. A dispatch appointment is required when EASE ~~IMA~~'s Facility Availability Response indicates a technician dispatch is needed for a new line installation or other physical work at the wire center or the end-user's premises. Refer to the individual product or service documentation on our [Wholesale Interconnection Products and Services](https://www.centurylink.com/wholesale/pcat/interconnection.html) web pages to determine which services require dispatch appointments.

Appointments reserved via the EASE ~~IMA~~ Appointment Scheduling tool will remain in effect for 24 EASE ~~IMA~~ business hours. The PON used when scheduling an appointment must be the same as the PON on the service request. Otherwise, the service request will not have a reserved appointment and the appointment may be canceled. The same Appointment Confirmation (APT CON) number may not be used for multiple requests (Related PON (RPON)), unless the appointment has been arranged by calling the CSIE. Additional information on Reserving Dispatch Appointments can be found in the [~~IMA~~ EASE User's Guide.](https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html)

For POTS and Centrex 21 type products, the appointment submitted on your request will be validated at the time the service order is created. If the appointment on the LSR and in the Appointment Scheduler system do not match, your request will be rejected back to you. The exception to this is that OVERRIDE and MEL are still valid entries in the APT CON field as long as all processes are followed for these two exclusions.

If you are not an EASE ~~IMA~~ user and your service request requires a set appointment, the date and time must be arranged by calling the CSIE.

Some CenturyLink addresses are served by Fiber To The Premise (FTTP). When an address is FTTP, additional USOCs can be added to your appointment and on your LSR to ensure the appropriate technician and time are scheduled. Should you determine your end user is served by FTTP, add USOCs 1CRGN and 1CROC. There are no charges associated with these USOCs.

To determine if your end user is served by FTTP, you may perform any of these Pre-Order queries:

* EASE ~~IMA~~ Pre-Order Loop Qualification for Resale to check an address or TN and you find the FTTP information is returned in one of the Loop Qual messages
* Check Facility Availability query for a POTS to UBL. The response will contain FIBER or one of the fiber technologies such as FTTP.
* Raw Loop Data query and the cable name begins with FTH.

**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).

View additional CenturyLink course by clicking on [Course 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)**

**1. How can I become an** EASE **~~IMA~~ System user?**  
Contact your CenturyLink Service Manager for details.

**2. What are the hours of operation for the** EASE **~~IMA~~ systems?**  
 ~~IMA~~ ~~system’s~~[~~hours of operation are~~](https://www.centurylink.com/wholesale/cmp/ossHours.html) ~~available at URL:~~ EASE hours of operation are 24/7.

**3. Are there any CSR restrictions I should be aware of when retrieving a CSR through** EASE **~~IMA~~?**  
The following are some limitations/restrictions associated with CSR retrieval:

* When the CSR "AGAUTH" field is "N", un-owned (i.e., accounts not owned by you), CSRs are not retrieved.
* ~~Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).~~
* ~~Only one is retrieved when you pull a CSR by ECCKT.~~
* ~~A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA XML. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA XML.~~
* ~~The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA XML.~~
* ~~When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA XML, you will need to transmit the CSR using FTP.~~
* ~~Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does NOT include Centrex 21 (class of service (C21XX)).~~
* ~~Independent Payphone Providers can only view accounts they own.~~
* ~~You cannot retrieve CSRs for Summary Billed Accounts you do not own.~~
* ~~You cannot retrieve CSRs in IMA Pre-Ordering for the following services:~~
  + ~~Stand Alone Listings~~
  + ~~Resale Frame Relay~~
  + ~~Unbundled Feeder Loop~~

**4. Is there a preferred method for verifying an end-user's address?**  
By Street Address verification is preferred. CenturyLink's system LFACS AN, the source of end-user account and address information for EASE ~~IMA~~-GUI, EASE ~~IMA~~-XML and other applications, uses the Street Address Guide to validate all addresses when you submit a validation by address. Associating the end-user's account information with the address, LFACS AN can also allow some addresses to be verified when a validation by TN is submitted. However, the account information is based on the account's class of service and only specific types of service are maintained in LFACS AN (e.g., no design services accounts loaded). The following is a basic explanation of the data in LFACS AN:

* Contains account information for "POTS-like" accounts (e.g., 1FR, 1FB)
* Stores nine accounts at one address as service orders are posted, in the order in which they are processed. Once nine accounts are posted, no other accounts can be loaded. When an account is disconnected from where nine lines existed, the next service order sent is loaded if the vacant cable and pair in LFACS AN matches the cable and pair on the service order.
* Only Main Line Account Numbers or Billing Telephone Numbers (BTNs) are accepted. Additional or second lines are not. Due to volume capacity, LFACS AN cannot accommodate all working TNs.
* TNs Ported In from outside their normal serving wire center cannot be used to validate an address; in this case validate by address. While verifying by TN can pull the last working location of the TN, the TN may no longer be working at the location.

If you are unable to validate an address by TN, call the Interconnect Service Center at 888-796-9087 for assistance.

**Last Update:** ~~January 30, 2017~~ November 8, 2023

Last Reviewed: November 10, 2023