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

## CenturyLink™ Local Services Platform (CLSP™) - General Information - V19.0

**Note: This product is also known as Qwest Local Services Platform® (QLSP®).**

[History Log](https://www.centurylink.com/wholesale/downloads/2019/190228/HL_CLSP_Gen_V19.doc)

### Product Description

CenturyLink™ Local Services Platform (CLSP™) products provide local exchange telecommunications services to end-users on behalf of Competitive Local Exchange Carriers (CLECs) at competitive wholesale commercial rates. Functionally equivalent to comparable CenturyLink retail products, CLSP are finished services that require neither CLEC collocation nor other network involvement and are combinations of the following network elements:

* An [Unbundled Local Loop (UBL);](https://www.centurylink.com/wholesale/pcat/unloop.html) A facility or transmission path between the Distribution Frame or equivalent in the CenturyLink Central Office (CO) and the Demarcation Point at the end-user premises;
* A Local Switching Network Element Line Side or Trunk Side facility (switch port) including without limitation the basic switching function, plus the features, functions, and all vertical features that are loaded in CenturyLink's End Office Switch; and,
* The Shared Transport Network Element: The collective interoffice local transmission facilities between End Office Switches, between End Office Switches and Tandem Switches, and between Tandem Switches. CLEC traffic will be carried on the same facilities that CenturyLink uses for its own traffic.

The specific UBL type, e.g. 2 Wire Analog (Voice Grade) Loop, and specific Local Switching Network Element type, e.g. Analog Port, are dependent upon which product(s) you request. For this and other detailed information on a specific CLSP product, refer to that individual Product Catalogue (PCAT).

The following CLSP products are available:

* CLSP Business and CLSP Residential. For information, see [CLSP Business and Residential](https://www.centurylink.com/wholesale/pcat/qlspbusres.html)
* CLSP Centrex. For information, see [CLSP Centrex - Centrex Plus, Centrex 21, and Centron®](https://www.centurylink.com/wholesale/pcat/qlspcentrex.html)
* CLSP Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI). For information, see [QSLP ISDN BRI](https://www.centurylink.com/wholesale/pcat/qlspisdnbri.html).
* CLSP Private Branch Exchange (PBX) Trunks. For information, see [CLSP PBX Trunks](https://www.centurylink.com/wholesale/pcat/qlspisdnpbx.html)
* CLSP Public Access Lines (PAL). For information, see [CLSP PAL](https://www.centurylink.com/wholesale/pcat/qlsppal.html)
* CLSP Voice Messaging Services (VMS). For information, see [CLSP VMS](https://www.centurylink.com/wholesale/pcat/qlspvms.html)

#### Availability

CLSP products are available where facilities exist throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

You may request installation of new service or convert existing, comparable CenturyLink retail or resale services to CLSP. When you convert services, CLSP terms and conditions apply as of the first date of CLSP service.

CLSP products are intended and available for end-user applications only and may not be ordered for your own administrative use.

CLSP products are not available on Fiber to The Building (FTTB) or Fiber to The Premise (FTTP) facilities.

**Shared Transport:** This element of CLSP service provides interoffice switching within the local calling area and is the collective interoffice transmission facilities shared by various carriers (including CenturyLink) between end-office Switches and between end-office Switches and local tandem Switches. Transport beyond CenturyLink's local interoffice network will be carried on CenturyLink's IntraLATA toll network and provided by CenturyLink to CLEC only if CLEC chooses CenturyLink to provide IntraLATA Toll Services for its CLSP End User Customers. The existing routing tables resident in the Switch will direct both CenturyLink and CLEC traffic over CenturyLink's interoffice message trunk network.

**CenturyLink IntraLATA Toll, Local Primary Interexchange Carrier (LPIC) 5123:** CenturyLink does not authorize CLEC to offer, request or select CenturyLink Local Primary Interexchange Carrier (LPIC) 5123 service to CLEC's End User Customers for intra Local Access and Transport Area (intraLATA) toll service with any CLSP Service in any state. In the event CLEC assigns the CenturyLink LPIC 5123 to CLEC's End User Customers, CenturyLink will bill CLEC and CLEC will pay CenturyLink the rates contained or referenced in CLEC's CLSP Rate Sheet.

**CenturyLink IntraLATA Toll, LPIC 0432:** CenturyLink LPIC 0432 is available for selection with CLSP in all states where available. When selected, CenturyLink will maintain a direct relationship with the end-user. CenturyLink will directly bill the end-user for their intraLATA toll service and usage at rates and in accordance with terms and conditions for the plan selected by the end-user in their negotiations with CenturyLink. For more information refer to the [Long Distance Carrier Selection Overview](https://www.centurylink.com/wholesale/preorder/ldselection.html).

#### Terms and Conditions

CLSP products are business-to-business arrangements provided in accordance with Commercial Agreements which may include term and volume discounts and/or commitments between CenturyLink and interested CLEC customers.

The following products and services may be ordered in all states, where available, with compatible CLSP products:

* [CenturyLink Directory Assistance (DA) Service](https://www.centurylink.com/wholesale/pcat/voicedirasst.html)
* [CenturyLink Operator Services (OS)](https://www.centurylink.com/wholesale/pcat/opsserv.html)
* [Suspension of Service](https://www.centurylink.com/wholesale/pcat/suspofservice.html)
* [Temporary Disconnect for Non-Payment/Restore](https://www.centurylink.com/wholesale/pcat/tdnpr.html)

The following products and services are not available with CLSP:

* Inside wiring and jacks. CenturyLink will not wire past the [Network Interface Device (NID)](https://www.centurylink.com/wholesale/pcat/nid.html).
* Inside Wire (IW) Maintenance Plan
* Certain CenturyLink Toll Products and Services, such as CenturyLink Calling Cards, 800 Service Line, etc.
* CenturyLink Choice TV/CenturyLink On-line
* Special Billing Arrangements
* Customized Routing

For information regarding new service installation requests for which facilities are determined unavailable, view [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

You may request disconnection of an existing [Unbundled Local Loop](https://www.centurylink.com/wholesale/pcat/unloop.html) service and the installation of new, functionally similar, CLSP service for the same end-user. This change in service configuration requires coordination between you and CenturyLink for order placement, due dates, and Local Number Portability (LNP) arrangements (if Port In is desired). Installation intervals for CLSP can be found in the [Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html). To minimize service interruption, CenturyLink will reuse facilities as technically feasible and appropriate. Contact your [CenturyLink Representative](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for more information.

**Listings:** All CLSP products include either one residential or one business directory listing, based on the product requested, for each main telephone number, at no charge. Premium and privacy listings are also available with CLSP services. Information describing directory listings is described in [Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

Directory advertising charges must be removed from CenturyLink retail accounts when you convert these services to CLSP. You will be required to establish separate billing with the directory publishers for the end-user's directory advertising.

**Contract Service Arrangements:** Existing CSAs between CenturyLink and a retail end-user must be terminated if the service covered by the CSA is to be converted to CLSP. Likewise, existing CSAs for resale services between CenturyLink and you must be terminated if converting to CLSP. To terminate finished services, contact your [CenturyLink Representative](https://www.centurylink.com/wholesale/clecs/accountmanagers.html). Termination liability charges applicable under the CSA will apply and will be billed.

**911:** Access to 911/ Enhanced 911 (E911) is included with CLSP. You must provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Guidelines on how end-user information is updated for the 911/E911 system are located in [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.html).

Microsoft Network (MSN) Internet Access Powered by CenturyLink" narrowband (dial-up) billing arrangements are not available with CLSP. During conversion of an existing Retail service with MSN Internet Access Powered by CenturyLink narrowband billing arrangements to CLSP, CenturyLink will remove the following Universal Service Order Codes (USOCs), all of which are followed by the Field IDentifier (FID) DVDP, e.g. N8BAB/DVDP: N8BAB, N8BAC, N8BB1, N8BB2, N8BBD, N8BCB, N8BD1, N8BD2, N8BD3, or N8BD4, N8BSB, N8BT2.

CenturyLink Choice TV (a cable TV service over fiber optic facilities) and CenturyLink Choice Online (a high-speed Internet Access Service) arrangements are not available with CLSP. These arrangements are indicated by the presence of one or more of the following USOCs: AS3TV, NMOTA, or NMOTD. If the end-user wants to retain CenturyLink Choice TV/Online functionality, they must contact CenturyLink Choice TV/Online to arrange for alternative billing arrangements prior to the submission of your conversion LSR. If you request conversion of a CenturyLink Retail service with CenturyLink Choice TV/Online to CLSP, CenturyLink will remove the arrangement from the end-user customer's account. This activity will remove end-user CenturyLink Choice TV/Online functionality. Following conversion, if your end-user wishes to reestablish CenturyLink Choice TV/Online functionality and alternative billing arrangements, additional nonrecurring and/or monthly charges may apply.

#### Technical Publications

Technical characteristics can be found in the following:

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

### Pricing

#### Rate Structure

Non-recurring Charges (NRCs) for CLSP Installation, Disconnection (in some states), Conversion, and Feature activity are provided in the CLSP Rate Sheet.

Monthly Recurring Charges (MRCs) for CLSP are the sum of the monthly recurring rates of the following elements:

* The UBL, provided unless otherwise noted, in the Rate Sheet of the applicable Interconnection Agreements (ICAs) in effect between CenturyLink and CLEC
* The appropriate Local Switching Network Element (including the flat switch port MRC plus Local Switching Minutes Of Use (MOU), provided in the CLSP Rate Sheet
* Switch Features provided in the CLSP Rate Sheet
* Shared Transport MOU provided in the CLSP Rate Sheet
* Any additional MRCs for other value-added services, such as OS/DA, CenturyLink VMS, AIN, etc., provided in either your ICA and/or CLSP Rate Sheets.

Local Switching and Shared Transport MOUs are billed per MOU for Residential, Business, and measured PAL services. Local Switching and Shared Transport charges on the remaining CLSP products are billed per line/trunk, per month.

**Surcharges:** CenturyLink does not assess surcharges in conjunction with CLSP, and none of the following surcharge USOCs should be included on any CLSP LSR:

* Federal Carrier Access Line Charge (CALC) or End-User Line Charge - 9LM or 9ZR
* Federal Universal Service Fund Charge - 9PZ++
* Local Surcharge for Emergency Reporting Service/911 Emergency Service Fund - UXTAB, UXTBC, UXTBJ, UXTCB, UXTDH, UXTEA, UXTEC, UXTEP, UXTEX, UXTFN, UXTH5, UXTMN
* Telecommunications Relay Charge - AH8
* Telephone Assistance Plan - LXSMN
* Rating element for an access line - DTLRX, DTLBX

CenturyLink will implement Local Switching Network Element MRC changes annually, effective January 1 of each year, in accordance with terms, conditions, and rates contained in your CLSP Agreement. This MRC may be discounted dependent upon your attainment of certain annually measured volume retention or growth thresholds.

Non-recurring Charges (NRCs) for CLSP Installation, Disconnection (in some states), Conversion, and Feature activity are provided in your Rate Sheet.

#### Rates

MRCs and NRCs are available in the Rate Sheet of your Commercial Agreement and/or the Rate Sheet or Exhibit A of your applicable ICA.

Geographic Deaveraging applies to the UBL element of CLSP. Information describing Geographic Deaveraging is available in [Geographic Deaveraging - General Information](https://www.centurylink.com/wholesale/clecs/geodeavg.html).

**Nebraska CLSP circuits only:**

Effective September 19, 2011, you must place either the USOC XCBO2 (2-wire) or XCBO4 (4-wire) on your CLSP LSR if your End-User is in an “Out of Town” location. Additional information on determining this classification is in [Geographic Deaveraging – General Information.](https://www.centurylink.com/wholesale/clecs/geodeavg.html)

The Subsequent Order NRC, USOC NHCUU or NHCVQ, provided in your Rate Sheet is applicable in all states, on a per-order basis when changes are requested to existing service. This includes changing a telephone number, initiating or removing Suspension of Service, denying or restoring service, adding, removing, or changing features, and other similar requests.

#### Tariffs, Regulations and Policy

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

CLSP lines and facilities will not terminate or be re-terminated in a collocation space.

#### Optional Features

A complete list of switch features that are generally compatible with each type of CLSP product, as well as descriptions, availability, pricing, and ordering information for each feature is available in the [Features matrix](https://www.centurylink.com/wholesale/downloads/2019/190327/DNLD_CLSP_Features_Matrix_03_26_19.xls).

The following Advanced Intelligent Network (AIN) services are available with compatible CLSP products. For additional descriptions, availability, pricing, and ordering information for each AIN feature refer to that individual AIN PCAT:

* [Call Rejection](https://www.centurylink.com/wholesale/clecs/features/callrejection.html) is available with CLSP Business and Residential
* [Caller ID with Privacy +™](https://www.centurylink.com/wholesale/clecs/features/cidwprivacyplus.html) is available with CLSP Residential
* [Dial Lock®](https://www.centurylink.com/wholesale/clecs/features/dial_lock.html) is available with CLSP Business and Residential
* [Do Not Disturb](https://www.centurylink.com/wholesale/clecs/features/do_not_disturb.html) is available with CLSP Business, Centrex, PBX, and Residential
* [CenturyLink Easy Access](https://www.centurylink.com/wholesale/clecs/features/qeasyaccess.html) is available with CLSP Business, Centrex, PBX, and Residential
* [No Solicitation® Service](https://www.centurylink.com/wholesale/clecs/features/no_solicitation.html) is available with CLSP Business, Residential and PBX
* [Remote Access Forwarding (Call Following) and Scheduled Forwarding](https://www.centurylink.com/wholesale/clecs/features/remote_access_forwarding.html) are available with CLSP Business, Centrex, PBX, and Residential
* [Security Screen®](https://www.centurylink.com/wholesale/clecs/features/security_screen.html) is available with CLSP Business, Centrex, and Residential
* [Selective Call Forwarding](https://www.centurylink.com/wholesale/clecs/features/selectivecallforwarding.html) is available with CLSP Business and Residential
* [Selective Call Waiting](https://www.centurylink.com/wholesale/clecs/features/selectivecallwaiting.html) is available with CLSP Business and Residential

Optional switch and AIN feature availability is dependent on the capabilities of each serving CenturyLink CO switch. You may determine feature availability for each switch by using the following resources:

* EASE-LSR Graphic User Interface (GUI) PreOrder functions. For instructions on how to check optional feature availability, refer to the PreOrder section of the [EASE-LSR User's Guide](https://ease.lumen.com/), or
* The [ICONN](http://qwest.centurylink.com/iconn/) database, which provides information on CenturyLink's local network, including optional features activated in each individual CenturyLink central office switch, by USOC. Some listed features may not be available with CLSP. In addition to the feature information available by the aforementioned resources, USOCs and FIDs are also described in the Universal Service Order Codes (USOCs) and Field IDentifiers (FIDs) Overview. Use of the [USOC/FID Finder](https://www.centurylink.com/wholesale/pcat/usocfid.html) will assist you in identifying features by USOC and/or FID.

For general information regarding AIN technology, AIN Customized Services (ACS), AIN Platform Access (APA), and AIN Query Processing (AQP), refer to Advanced Intelligent Network (AIN).

### Features/Benefits

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Customer Care | * CenturyLink's Spirit of Service Commitment puts customers first and ensures outstanding quality in every aspect of your service |
| Products and Services | * CLSP is a groundbreaking, commercially negotiated agreement that provides continuity and certainty about the availability of a functionally equivalent replacement for certain UNE services |
| A Finished Service Solution | * CLSP services are provided to end-user customers on your behalf without the costs of building your own network or establishing collocation |
| Competitive Market Based Rates | * CLSP Residential and Business end-user differentiation and split rate schedules recognizes inherent market differences |
| Value Added Services | * CenturyLink AIN features and VMS are available with CLSP - providing you competitively priced access to products and services that your end-users want |
| Quality Assurance | * Commercially negotiated CLSP Performance Targets provide assurance that you receive quality wholesale service |
| Applications | * CLSP products provide you the opportunity to purchase the finished services that your end-user markets desire at competitive, commercially negotiated rates |

### Applications

CLSP products provide you the opportunity to purchase the finished services that your end-user markets desire at competitive, commercially negotiated rates.

### 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/negotiations.html), and [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/clec_index.html), and [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.html).

In order for existing CLECs to request CLSP, ICAs must include UBLs, OS, DA, etc., and must not include UNE-P and/or UBS, or Amendments will be necessary for CLSP. If you are an existing CLEC and wish to amend your ICA, and/or Customer Questionnaire, refer to [Interconnection Agreement Amendments](https://www.centurylink.com/wholesale/clecs/amendments.html). To begin CLSP contract discussions, refer to [Commercial Agreements](https://www.centurylink.com/wholesale/clecs/commercialagreements.html) and [Commercial Solutions Customer Questionnaires](https://www.centurylink.com/wholesale/clecs/qppcustques.html).

#### Pre-Ordering

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

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

Border town characteristics, including a NPA/NXX matrix are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

#### Ordering

Until such time that system changes are updated to reflect a REQTYP specific to CLSP, you will follow the predecessor product (Unbundled Netwrok Element - Platform (UNE-P)) process for ordering CLSP products.

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

LSRs that specify conversion activity to or from CLSP may require CenturyLink to issue multiple orders. The [LSR Activity](https://www.centurylink.com/wholesale/downloads/2012/120210/DNLD_LSRActivityCOActivity_CLSP_02_10_12.doc) Type With Associated Central Office (CO) Switch Activity details LSR activity type, service order activity, CO switch activity and expected service conditions for each CLSP product.

CLSP service requests are placed using the Local Service Ordering Guidelines (LSOG) forms. Form and field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

When changing existing NES or UBL to CLSP, the following field entries are required along with the form and field requirements of the specific CLSP product requested. See requested CLSP product PCAT for additional ordering information.

CLSP Business and Residential POTS requests will use the Port Service (PS) form. Products other than POTS (ISDN BRI and PBX Designed Trunks) will use the RS form.

|  |  |
| --- | --- |
| **LSR Form Field** | **Valid Entry** |
| REQTYP | MB |
| ACT | N |
| MANUAL IND | Y |
| REMARKS | Change in service configuration from UBL or NES to CLSP. The existing UBL or NES account number is\_\_\_\_\_\_."  If requesting a Port In include "Port In to CLSP - reuse facilities" |

|  |  |
| --- | --- |
| **RS FORM FIELD OR PS FORM FIELD** | **Valid Entry** |
| NPI | C  If requesting a Port In |

Listing Requirements: When requesting a full conversion to CLSP service from existing Retail/Resale/CLSP using the LSR ACT Type = V, all listings on the current account must be addressed using applicable LACT values or the listing will be rejected. If there are no change(s) to the listing(s), the listing(s) should have the LACT value of Z. If the LSR ACT Type = V, and a LACT value of Z is present on the DL form, the TN will be used for validation purposes, but all other information on the DL form will be ignored. The listing will remain exactly as it exists on CenturyLink's Customer Service Record. If any change(s) are made to a listing(s), then LACT O, I or D values should be entered. LSRs with 'LACT = N - New Listing' selected when changes are being made to existing listings will be manually rejected by CenturyLink. Only new listings may be added with LACT = N during conversion activity. Existing listings may be deleted during conversion activity with LACT = D - Delete Listing.

In addition, if any change(s) are made to any existing listing(s) using LSR ACT = C, T or R, then LACT = O, I, or D values should be entered.

|  |  |
| --- | --- |
| **LSR Form Field** | **Valid Entry** |
| REQTYP | MB |
| ACT | V |
| MI | C |

NOTE: Full conversions submitted with ACT - Z (Conversions as specified/No DL) indicates that no listing changes are being requested. Listing forms are not used with this activity type and are not present in EASE-LSR GUI.

For full conversions with no changes to listings:

|  |  |
| --- | --- |
| **DL Form Field** | **Valid Entry** |
| **Listing Control Section 1** | **Existing Listing - Current values** |
| LACT | Z - (No change to Listing) |
| RTY | Any listing type |

For full conversions with changes to the listings:

|  |  |
| --- | --- |
| **DL Form Field** | **Valid Entry** |
| **Listing Control Section 1** | **Existing Listing - Current values** |
| LACT | O - Change (Old Data) |
| RTY | Any listing type |
| **Listing Control Section 2** | **Existing Listing - New values** |
| LACT | I - Change (New Data) |
| RTY | Any listing type |

#### 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

CenturyLink will take trouble reports only from you. CenturyLink will not take repair reports from second or third parties, including the end-user. If an end-user attempts to report maintenance trouble, CenturyLink will advise the end-user to call you to report the maintenance trouble. If available, CenturyLink will provide your name and contact information to the end-user.

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

#### Billing

CLSP products are billed month to month on a summary bill and have a one-month minimum service period requirement for each CLEC End-user Customer. This is the period of time that you are required to pay 100% of the monthly recurring price for the service even if you do not retain the service for the entire month. After the one-month minimum service period is satisfied, the service will be pro-rated for partial months based on the number of days the service was provided.

~~Detailed information regarding the Customer Records and Information System (CRIS) Summary Bill, Inquiry and Disputes is described in~~[~~Billing Information - Customer Records and Information Systems~~](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).

CenturyLink will provide daily usage data via the [Daily Usage File (DUF)](https://www.centurylink.com/wholesale/clecs/duf.html). This file is generated by CenturyLink and records your end-users switching activity and switched access usage. Switch activity recorded includes local and intraLATA originating calls, special services, DA calls, and access records for interLATA calls made from the CenturyLink switch.

Local Switching and Shared Transport MOU data is provided via the DUF for CLSP Residential, Business, and measured PAL. Local Switching MOU and Shared Transport MOU data is provided for terminating switched access usage on all CLSP products.

Excluding unique CLSP Classes of Service and Line USOCs, existing retail and resale USOCs are used for ordering and provisioning CLSP services. Use of USOCs and Field IDentifiers (FIDs) are described in USOCs and FIDs Overview. Use of the [USOC/FID Finder](https://www.centurylink.com/wholesale/pcat/usocfid.html) will assist you in identifying USOC and FID requirements.

### Training

CenturyLink has developed and provides an array of training courses that our CLSP customers will find beneficial. The following courses are especially recommended:

* EASE-LSR Directory Listing
* POTS Product Overview
* POTS Resale
* Centrex Resale
* Centrex Systems
* PBX Trunks

View these and 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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