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

**Reserved Telephone Numbers Investigation - V5.0**



**Description**

Occasionally, there may be a need to request a series of Telephone Numbers (TN) to be reserved for future use. The Federal Communications Commission (FCC) requires that all service providers demonstrate the compliance of the 180-day Telephone Number Reservation limitation.

This process of investigating numbers that have been reserved for greater than 180 days supports the CLEC's need to provide numbers for intermittent or cyclical uses to their customer. It also supports CenturyLink's responsibility to ensure that scarce numbering resources are not left unused for unlimited periods of time.

CenturyLink investigates the line range and contacts the CLEC after a thorough investigation to ensure our records match. This provides CenturyLink and CLEC with an opportunity to confirm matching records. Local Service Request (LSR) forms are not required for these actions but are allowed to request service order activity.

Note: This business procedure does not apply to numbers received through the Reserve Telephone Number Preorder process available in EASE. A maximum of nine telephone numbers may be retrieved via EASE for a specific LSR and are reserved for a maximum of 30 days. These numbers are automatically monitored and returned to CenturyLink inventory if not used within that timeframe.

Telephone numbers that are reserved for future use are not retrieved and reserved through EASE, but through a manual process. Therefore, EASE does not track and return these numbers if they remain reserved for a specific timeframe.

**Availability**

This process affects the following products:

* Digital Switched Service (DSS)
* Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI)
* Direct Inward Dialing (DID)
* POTS
* Unbundled Network Element (UNE) - Switching (UBS)
* Centrex 21

**Note:** All Centrex Plus/Centron/Centrex Prime products are excluded. TNs for Centrex Plus/Centron/Centrex Prime are categorized to allow them to be bypassed on the 180-day reserved number clock. These reserved numbers are reported to the FCC as Intermediate and it becomes your responsibility to explain why, if necessary, they are being held and not utilized.

**Implementation**

In the Spirit of Service, CenturyLink may call or email the CLECs as a courtesy reminder in support of the FCC mandate to investigate and negotiate service orders issued to activate the line range or discontinue the line range reservation. As we investigate reserved TNs, the following actions could occur:

|  |  |
| --- | --- |
| **IF** | **THEN** |
| You have already requested activation of a line range before the investigation began. | CenturyLink will verify the Order Number and Due Date of line range activation. |
| You are being billed for the reservations but do not want to keep the line range. | CenturyLink will issue a service order to cancel the reservation of the line range. If you choose not to submit an LSR, CenturyLink will assign a PON on your behalf, an Order Number and a Due Date and will advise you of this information during the negotiating phone conversation or by return E-mail. |
| You are being billed for the reservation and want to activate the line range. | CenturyLink will issue a service order to activate the line range. If you choose not to submit an LSR, CenturyLink will assign a PON on your behalf, an Order Number and a Due Date and will advise you of this information during the negotiating phone conversation or by return E-mail. |
| You are not being billed for the line range reservation and do not want the line range activated. | CenturyLink will verify the cancel request date. (This is the same date as the conversation with you stating that you do not want the range.) |
| You are being billed for the line range reservation and request to activate only a part of the line range. | CenturyLink will issue a service order to activate the partial line range. If you choose not to submit an LSR, CenturyLink will assign a PON on your behalf, an Order Number and a Due Date and will advise you of this information during the negotiating phone conversation or by return E-mail. CenturyLink will verify the cancel request date of the other part of the line range. (This is the same date as the application (APP) date on the service order.) |
| You are being billed for the line range reservation and are undecided as to whether the line range should be activated. | CenturyLink will continue to reserve the line range and take no further action. |

Contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) for additional information.

**Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/clec_index.html) or [Getting Started as a Reseller](http://lxdenvmap422.qintra.com:50000/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](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/negotiations.html).

**Ordering**

General ordering activities are described in the [Ordering Overview](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ordering.html).

Field entry requirements for products ordered on LSRs are described in the [LSOG](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/lsog.html).

Service requests for LSR products should be placed using [EASE Electronic Data Interchange (EDI)](https://ease.lumen.com), [EASE Graphical User Interface (GUI)](https://ease-lsr.lumen.com/), or please call Lumen LSR Order Support at 866-434-2555 opt 1 or click [Customer Service](http://lxdenvmap422.qintra.com:50000/wholesale/customerservice.html) to chat or email Customer Service.

**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)

**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 for Course detail and registration information.~~](http://lxdenvmap422.qintra.com:50000/wholesale/training/wbt_desc_lq101.html) [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 [Wholesale Customer Contacts](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

This section is being compiled based on your feedback.

**Last Update:** August 8, 2011

**Last Reviewed:** March 7, 2024