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

## **Wireless Service Providers (WSPs) - Operator Services - V5.0**

[History Log](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2017/170130/HL_WSP_Operator_Service_V5.doc)

**Product Description**

Operator Service (OS) provides assistance with local calls and intraLATA toll to your end-users for Type 1 and Type 2 Wireless Service Providers (WSPs). It allows your end-users to obtain access, by dialing "0" or "0" plus a Telephone Number (TN). WSPs using your own switch may use the same dialing pattern or may choose a different dialing pattern for your end-users using CenturyLink's Operator Services.

Operator Services (OS) products and services are as follows:

* **Local Assistance** - Local Assistance provides help or information to your end-users to place or complete local calls, including calls to CenturyLink's Wireless Service Providers (WSPs) [Directory Assistance (DA) Service](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/wirelessdirectoryassistance.html) and referrals to your offices and/or Repair Centers.
* **IntraLATA Toll Assistance** - IntraLATA Toll Assistance provides help or information to your end-users on placing or completing intraLATA toll calls. CenturyLink will complete intraLATA calls for your end-users unless you have requested CenturyLink not to do so.

**Availability**

Operator Services (OS) is available where facilities exist throughout [CenturyLink QC.](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/territory.html)

**Terms and Conditions**

CenturyLink will perform OS in accordance with CenturyLink operating methods, practices and standards in effect for all end-users. CenturyLink will respond to your end-user calls using CenturyLink OS according to the same priority scheme as it responds to CenturyLink end-user calls. Calls to CenturyLink OS are handled on a first come, first served basis, without regard to whether the call was originated by CenturyLink's or your end-user.

Type 1 - Operator Services calls, and the features associated with this product, may be routed over the same trunks as your other call types such as local, toll, 950, 800, etc. No trunk group to an operator services host switch is required.

Type 2 - WSPs have two options that will allow them to provide operator services to their end users:

1. Order an 'ancillary' trunk group which will provide your end user access to the CenturyLink operator services platform in addition to other ancillary services such as Directory Assistance, Emergency Services, 800, etc. This option does not require direct interconnection to the CenturyLink OS/DA tandem. The facilities and trunks you request terminate at the designated serving wire center (SWC) for your Point of Interconnection (POI). CenturyLink provides the interoffice trunking beyond the SWC to route the call to the Operator Services tandem.

2. Deliver your operator services traffic from your POI directly to CenturyLink's Operator Services tandem over your own trunks and transport facilities. Such facilities may be interconnected to the CenturyLink Operator Services switch or platform at one of two technically feasible points on the trunk side of the platform:

* First connection point - CenturyLink Operator Services host switch
* Second connection point - Remote CenturyLink Operator Services switch

Operator Services for Disabled End-Users

CenturyLink considers the relationship between you and your end-users a private and confidential matter. CenturyLink will provide OS Service to you per your Agreement and will charge you for that service.

**Pricing**

**Rate Structure**

A nonrecurring charge applies to establish Customized Call Branding or to change from one branding message to another. If you operate in multiple states and have branding service in more than one state, CenturyLink will apply a nonrecurring charge that represents the lowest applicable rate for the states in which you have branding service. Monthly recurring charges for branding do not apply.

**Rates**

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Wireless Agreement.

**Tariffs, Regulations and Policy**

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

**Optional Features**

The optional features listed below are for Wireless Type 2 only.

**Operator Services Call Branding**

"Call Branding" means announcing CenturyLink's name, your name, or generic name on the front end and back end of Operator Service calls. You have the option of choosing what type of branding announcement you wish to have recorded and played for your end-users placing calls to CenturyLink Operator Services.

Three types of Operator Services Call Branding are available, where technically feasible. Calls may be branded with CenturyLink's brand, Generic Call Branding or Customized Call Branding as follows:

* CenturyLink Branding - announces CenturyLink's name
* Generic Call Branding - announces no name (e.g., Thank you for using your local service provider)
* Customized Call Branding - announces your name (e.g., Thank your for using "your name")
  + Front End Call Branding - announces CenturyLink's name, your company's name or a generic name at the beginning of the call.
  + Back End Call Branding - announces CenturyLink's name, your company's name or a generic name at the conclusion of the call.

If you use your own switch and provide or lease transport facilities to deliver end-user's operator services calls to CenturyLink's Operator Services switch, your calls can be branded with CenturyLink's brand, Generic Call Branding or Customized Call Branding. CenturyLink's brand message will be played on your calls unless you make arrangements for Generic Call Branding or Customized Call Branding. On CenturyLink's Operator Service/Directory Assistance for Facility -Based WSPs Questionnaire, provide your individual state OCN for each state in which you do business with CenturyLink.

**Customized and Generic Call Branding Testing**

CenturyLink will perform acceptance testing on Customized Call Branding and Generic Call Branding with you, at no additional charge, to insure the branding is operational.

CenturyLink will, at your request, schedule a mutually agreeable time to perform acceptance testing in cooperation with you. If you are unable to participate in the acceptance testing, or if you request that branding installation be completed without your presence, the service will be understood to be accepted by you.

CenturyLink branding implementation personnel will conduct preliminary testing. Testing will be comprised of the following steps:

1. The CenturyLink Service Manager will inform you that Customized Call Branding and Generic Call Branding has been loaded and then a time must to be scheduled between you and the CenturyLink Service Manager for the test.
2. The CenturyLink Service Manager will contact the CenturyLink Branding Implementation Manager with the agreed upon date of the test. The CenturyLink Branding Implementation Manager will notify the CenturyLink branding technical personnel.
3. You, with the CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel on the line, will place test Operator Service calls. You may make up to two calls per test situation.
4. If the front end and back end call-branding meets your satisfaction, the test is completed.
5. If you reject the test, the CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel will take action to correct the situation.
6. CenturyLink Branding Implementation Manager and CenturyLink branding technical personnel will define the problem. The CenturyLink Branding Implementation Manager will notify the CenturyLink Service Manager within two business days of the expected date of resolution.
7. The CenturyLink Branding Implementation Manager will inform the CenturyLink Service Manager when the problem has been resolved.
8. The CenturyLink Service Manager will advise you that the problem has been resolved and set up a time for acceptance testing.
9. The CenturyLink Service Manager will advise the CenturyLink Branding Implementation Manager of the acceptance test schedule. The CenturyLink Branding Implementation Manger will notify CenturyLink branding technical personnel.
10. Repeat steps beginning with Step 3 above.

Trunk provisioning and facility ownership must follow CenturyLink guidelines and will be addressed during implementation.

**Features/Benefits**

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| --- | --- |
| **Features** | **Benefits** |
| End-user support 24 hours a day, 365 days per year |  Insures reliable service and support |
| Operators that are dedicated and highly skilled to serve as customer advocates |  Provides end-users with professional, courteous, and accurate information and services |
| 90% of all Operator Services calls will be answered within 10 seconds |  Provides a fast, but personal response to end-users inquiries |
| Leading edge Systems and Technology |  Network connections that ensure survivability and uninterrupted traffic flow |
| Front and Back End branding |  Reinforces your relationship with your end-user |

**Applications**

Contact your CenturyLink Sales Executive for information.

**Implementation**

**Product Prerequisites**

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

If you are a WSP and wish to access CenturyLink's Operator Services for the first time, or wish to use Operator Services in a new or different CenturyLink geographic area, you must complete a [Wireless Customer Questionnaire](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/questionnaire.html).

If you have Type 2D trunk group and are requesting new services, deleting or changing existing services, you must complete the Operator Services/Directory Assistance Questionnaire and follow the outlined process once it has been completed. [Operator Services/Directory Assistance Services Questionnaire](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2012/120217/WSP_OS_DA_Questionnaire_02_2012.doc) for Type 2 Wireless Service Providers. If you choose to completely discontinue your OS Service with CenturyLink, you must complete the Operator Services/Directory Assistance Services Disconnect Request. [Operator Services/Directory Assistance Services Disconnect Request](http://lxdenvmap422.qintra.com:50000/wholesale/downloads/2012/120217/OS_DADisconnectRequestForm_02_2012.doc).

**Pre-Ordering**

Type 1 - Pre-ordering section does not apply to Type 1

Type 2 - To ensure expediency the following are some of the steps that should be executed prior to requesting service:

* Select one of the two operator service delivery options from the [Terms and Conditions](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/wirelessoperatorservices.html#terms) section of this document
* If option '2' is selected, identify the appropriate CenturyLink OS/DA tandem to which you will interconnect

Your CenturyLink Account Team will work with you to ensure that you have all the necessary pieces in place before submitting a service request. Contact your [Account Team / Sales Executives and Service Managers](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/customercontacts.html) for further details, or see [Getting Started as a Facility-based Wireless Service Provider (WSP)](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/wireless_index.html).

Your Operator Service-type trunks must follow technical design requirements as defined in the [Operator Services System Generic Requirement (OSSGR)](https://telecom-info.njdepot.ericsson.net/site-cgi/ido/docs.cgi?ID=SEARCH&DOCUMENT=GR-1156). Telcordia™ document FR-NWT-000271, Section 6 (Signaling) and Section 10 (System Interfaces) in general requirements form.

**Ordering**

After completion of the Prerequisites and Pre-Ordering tasks, your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/wireless/customercontacts.html) will work with you to begin the Implementation process.

**Provisioning and Installation**

Provisioning trunks that access CenturyLink Operator Services must follow guidelines for such trunks, as noted above.

CustomNet™ is available to block some Operator Service features for Type 1 and Ancillary Type 2. Refer to [CustomNet™](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/features/customnet.html) for additional information.

**Maintenance and Repair**

Contact your [CenturyLink Service Manager](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/accountmanagers.html) for Operator Service type issues e.g., Branding.

All other operator service and trunking repair issues use the process described in the Maintenance and Repair section of [Wireless Type 1 Interconnection Service (Type 1)](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/wirelesstype1.html) or the [Wireless Type 2 Interconnection Service](http://lxdenvmap422.qintra.com:50000/wholesale/pcat/wirelesstype2.html) (Type 2).

**Billing**

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).

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

View additional CenturyLink courses in the ~~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.

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