



CLEC/RESELLER RESOURCE GUIDE TO OSS INTERFACES

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OVERVIEW

This guide is intended to provide pertinent information about the billing and reporting outputs which are available to all CLEC/Resellers who currently do business with CenturyLink or are interested in doing business with CenturyLink.

ORGANIZATION OF GUIDE:

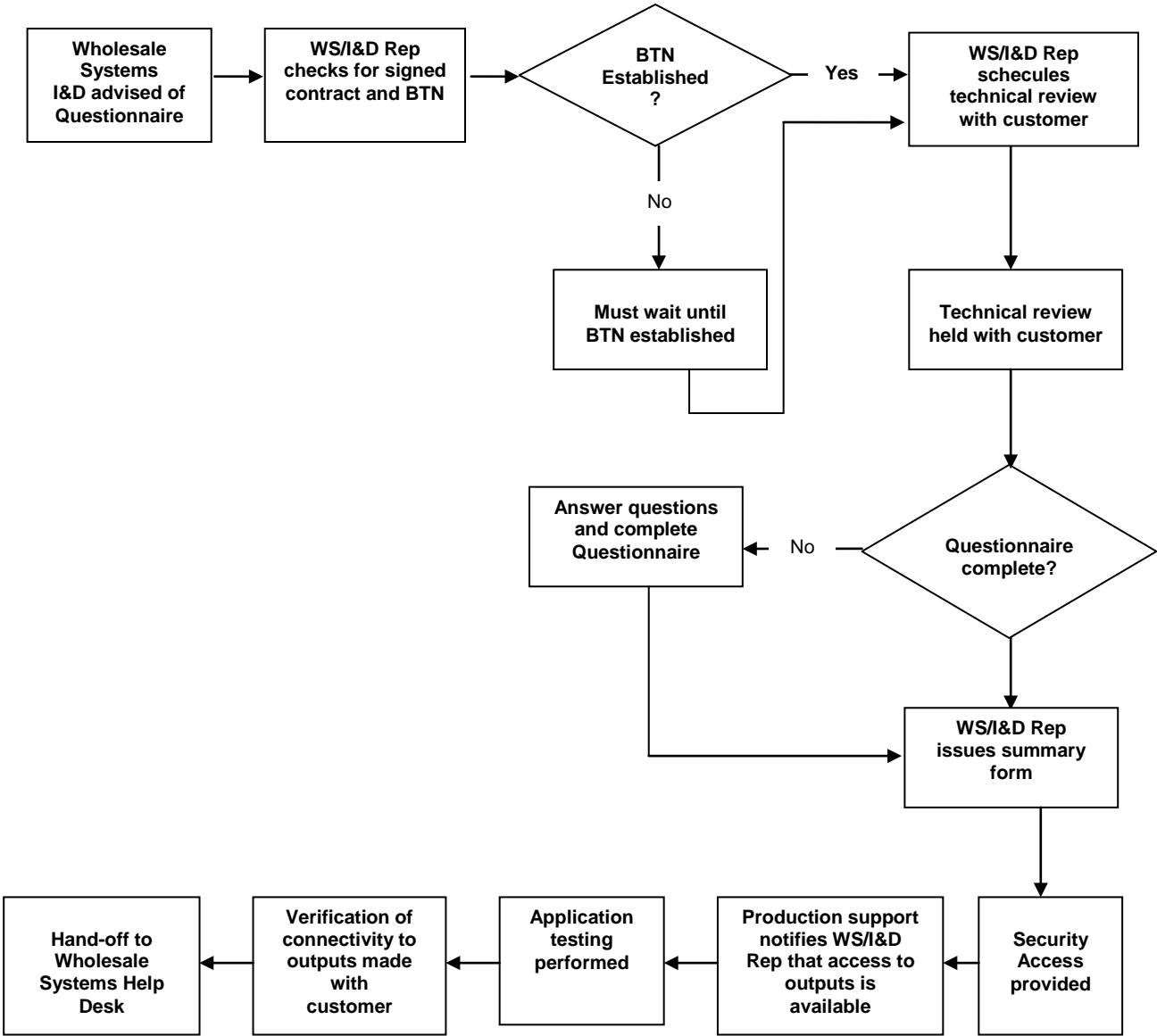
The guide is generally organized by Report/Output name. The information covered includes:

1. The Connectivity Process
2. A brief description of each report/output.
3. Output media and transmission methods
4. A list of outputs by product type
5. Dedicated circuit installation
6. Trouble Shooting Guide

PROCESS FOR OSS CONNECTIVITY

1. The Wholesale Systems I&D (WS/I&D) Representative is advised that the customer has submitted the New Customer Questionnaire.
2. The WS/I&D Representative verifies there is a signed contract and that a BTN(s) has been established. The process cannot go forward until the BTN has been established .
3. The WS/I&D Representative schedules a meeting with the customer to review the New Customer Questionnaire and answer questions the customer may have about the outputs and/or the process.
4. Customer Guides are provided as needed.
5. Once the New Customer Questionnaire has been completed, the WS/I&D Representative issues the Summary Form which initiates the work required to establish connectivity.
6. Security access (Secur-ID, digital certificates, passwords) to systems and applications is provided as needed.
7. Establishment of connectivity to the Daily Usage File (DUF), CRIS Summary Bill and the Loss & Completion Reports takes approximately 4 weeks. Establishment of the Co-Carrier Return Usage (CCUR) takes approximately 2 months. The IABS billing is established when ASR activity begins.
8. Once connectivity has been established, application testing is done.
9. The WS/I&D Representative verifies with the customer that access to all outputs has been achieved.
10. The customer is "handed-off" to the Wholesale Systems Help Desk, which is now the first point of contact for any questions concerning these outputs

**OSS CONNECTIVITY PROCESS
FLOWCHART**



CRIS SUMMARY BILL

Introduction

The CRIS Summary Bill is a consolidated bill from CenturyLink containing your customer's charges. This Summary Bill is provided if you are a Reseller of non-facility-based service including Residential, Business and Unbundled Loop. The Summary Bill provides one bill and one payment document for multiple accounts within the same state. It is the CenturyLink official bill of record that is received 7 to 10 days after the bill date. The Summary Bill account consists of two types of accounts:

Summary Bill Account – has a unique account number and summarizes all billing data. Sub Accounts – contains your customer's billing data

Summary Bills are created at the state level and are limited to 2000 sub accounts per Summary Bill. If you have more than 2000 end users in one state, an additional Summary Bill will be produced.

The information provided on the Summary and Sub Account Bills is the same for all regions, however the formatting of the bills may be slightly different.

What Information is Included in the CRIS Summary Bill?

The Summary Bill contains detailed information for each sub account or customer associated to the summary account. Additional information is available at www.centurylink.com/wholesale/clecs/cris.html

What is the Data Format for the CRIS Summary Bill?

The CRIS Summary Bill is provided in industry standard EDI (Electronic Data Interexchange) 811 record format. The 811 record is a consolidated invoice transaction set record. Formatting and content standards are established by the American National Standards Institute (ANSI) Accredited Standards Committee (ASC). The standards are known as X12 EDI transaction sets. CenturyLink currently has the 3020 version of the 811-transaction set. In order to read and understand the record you will need the documentation available from Alliance for Telecommunications Industry Solutions (ATIS). The documentation can be ordered by contacting ATIS at 800-387-2199 or via the Internet at www.atis.org.

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CenturyLink has made available, web-based training for you to help interpret your Summary Bill. The training covers the following types of bills: (For more information on web-based training go to http://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)

RESALE	UNBUNDLED	SWITCHED ACCESS	WIRELESS	PRIVATE LINE
Business/Residence	Local Number Portability	LIS Trunking	Wireless Type 2	DSO
Centrex 21	Loop with LNP	Feature Group D		DS1
Centrex Plus	Interim Number Portability			DS3
Centron 3	Unbundled Loop			UDIT

What Method of Transmission is Available?

The CRIS Summary Bill can be transmitted in seven different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager (the New Customer Questionnaire can be found at www.centurylink.com/wholesale/clecs/newcustquestionnaire.html). A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the transport medium.

In each case, with the exception of the paper bill and BillMate®, the bill data is provided in EDI format. EDI is an industry standard 811 record format. The 811 record is a consolidated invoice transaction set record. Formatting and content standards are established by ANSI Accredited Standards Committee (ASC). Use of this format requires a 'translator' that enables you to convert EDI records into a format that your system can process. You will need to select a vendor for this application.

The available transmission methods are:

- *Paper*

This is your official CenturyLink Bill of record – you will always receive this version of the Summary Bill and you may also choose an electronic medium. The paper version of the Summary Bill has two sections: the Return Document and the Summary Bill. The first page of every bill is the Return Document. The return document is returned along with the payment.

- *EDI via NDM (dedicated circuit)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a CenturyLink site to a secure node at your site, with security built into the transport mechanism.

Receipt of the CRIS Summary Bill via NDM requires a dedicated circuit between your location and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address, which indicates the location of our NDM node, is provided to you. You provide your IP address to CenturyLink for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish)

Establishment of the dedicated circuit generally takes an estimated six to eight weeks.

- *ED! via NDM (dial up)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure CenturyLink site node to your secure node at the CenturyLink site. You can then pick up the data via secure ID dialup access.

In order to receive the CRIS Summary Bill via NDM dial-up you will need a SecurID with Connect Direct software and a RACF Functional ID. The secure ID is provided by CenturyLink and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. The RACF Functional ID is also provided by the WS/I&D Client Representative.

- *ED! via FTP*

Receiving the CRIS Summary Bill via FTP (File Transfer Protocol) requires a dedicated circuit between you and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information, an IP address which indicates the location of our NDM node is provided to you. You provide your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

Establishment of the dedicated circuit takes from 30 to 45 days.

- *ED! via WEB*

An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

In order to receive the CRIS Summary Bill via the Web, you will need a VeriSign (digital) certificate which registers your PC and allows you access to the records. The digital certificate can be downloaded from <http://ecom.CenturyLink.com>. It requires a User ID and Password, which will be assigned to you by the WS/I&D Client Representative.

The Web User Guide, which details the procedures for obtaining the digital certificate and for accessing the usage report on the web, can be sent to you by the WS/I&D Client Representative.

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- *EDI via VAN (Value Added Network)*

Within the EDI framework, when utilizing a VAN, the billing data will be transmitted from CenturyLink to the VAN where it is deposited into a secure 'mailbox'. You can access the mailbox electronically, retrieve the data and download it to your system. CenturyLink uses the General Electronic Information Services (GEIS) VAN. GEIS interconnects with other VANS as well.

- *Billmate ®*

Billmate is a CenturyLink product which provides billing information in computer ready format on diskette or CD-ROM. The data is constructed of data elements recorded in American Standard Code (ASCII) and comma delimited. No translator or mapping is required with this format. Billmate can be setup for you by your Service Manager.

For more information about the CRIS Summary Bill, see the Billing-Customer Records and Information System (CRIS) Overview at: <http://www.centurylink.com/wholesale/clecs/cris.html>

IABS BILL

Introduction

The IABS (Integrated Access Billing System) BILL is available for customers who are facility-based and reselling service such as Frame Relay, ATM, Cell Relay and Transport LAN's or ordering Unbundled Transport or LIS/Collocation. You have the option of receiving a bill with full detail for each account or a Summary Bill that contains no detail, and only contains totals for each account.

What Method of Transmission is Available?

The IABS Bill can be transmitted in three different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager (the New Customer Questionnaire can be found at www.centurylink.com/wholesale/clecs/newcustquestionnaire.html). A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the transport medium.

The summary portion of the bill is available in paper format only. The detailed records may be provided electronically, in BDT (Bill Data Tape) format.

The available transmission methods are:

- *Paper*
- *Bill Data Tape (BDT) via NDM direct* - NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure CenturyLink site node to your secure node at the CenturyLink site.

The IABS Bill Data Tape format is created in Billing Output Specifications (BOS) Industry Guideline format. BOS standards are available from Telcordia at <http://www.telcordia.com/index.html>

Receipt of the IABS Bill via NDM direct, requires a dedicated circuit between your location and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you. You provide your IP address to CenturyLink for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish)

Establishment of the dedicated circuit generally takes an estimated 30 to 45 days.

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- *OBS/TAXI (On-line Billing Service/Terminal Access Interexchange Inquiry)via NDM dial-up*

In order to receive the IABS Bill via NDM dial-up you will need a SecurID with Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The secure ID is provided by CenturyLink and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. The RACF Functional ID is also provided by the WS/I&D Client Representative.

For more information about the IABS Bill, see the Billing-Integrated Access Billing System (IABS) Overview at: <http://www.centurylink.com/wholesale/clecs/iabs.html>

DAILY USAGE FILE

Introduction

The Daily Usage File (DUF) is a file of rated and unrated messages that are sent to the Co-Provider at the Co-Provider's request.

Rated usage is priced usage. One type of rated call is derived from an outside service such as those that offer information on time and weather. Usage is also rated for interstate intralATA calls as well as for alternately billed calls that bill in a different state than they originate. In addition, calls that come from other companies through the Independent Company/CLEC feeds are also rated.

Unrated usage is non-priced usage. All direct dialed usage on calls covered by a CenturyLink intrastate tariff is passed to you unrated. Also, intrastate alternately billed calls that bill in the same state as they originate are unrated. For most of our Co-Providers, unrated usage composes the majority of usage found in the DUF.

What Products Generate Data Reported on the DUF?

The following Interconnect and Resale products generate usage:

Business Exchange – 1FB	PBX Service
CCSAC/SS& Baseline Service	Public Access Line (PAL)
Centrex	Residence Exchange – 1FR
DS1 Message Trunk Port	Shared Tenant
Interim Number Portability	Unbundled Switching
Single Line ISDN BRI	UNE-P

What Records are included in the DUF?

The Daily Usage File contains records which report usage generated and is captured at the Central Office Switch.

The call detail records in the DUF contain information such as:

- Calling telephone number
- Called telephone number
- Date of the call
- Connect time
- Elapsed time (local, intralata, interlata)
- Billing number

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The file includes:

- Residence and Business Measured Service usage
- 800 ServiceLine and WATS (Wide Area Telephone Service) usage I IntraLATA Toll
- Billing Line Verify
- Bill Line Interrupt
- Continuous Redial
- Call Trace
- Directory Assistance (DA)
- Directory Assistance Complete-A-Call (ADACC)

What Is the Format For the DUF?

The DUF is provided in industry standard EMI (Exchange Message Interface) format. In order to read and understand the record you will need the documentation available from ATIS (Alliance for Telecommunication Industry Solutions - 800-387-2199; www.atis.org).

When will I receive the DUF?

The DUF is typically received daily (Monday through Friday, excluding CenturyLink holidays). If there is no usage recorded on a particular day, no file or notice will be sent. It takes approximately three days from the time a call is made for the record to appear on the DUF. If you have chosen to receive the DUF via one of the electronic media options, then there will be no further delay. However, if you have chosen to receive the DUF on a non-electronic medium, you should allow additional time for mailing.

In the Central region (AZ, CO, SO, ID, MT, NM, UT, WY), the DUF is available on a daily basis. In the Eastern region (IA, MN, NE, ND, SD), the DUF is available daily, weekly or monthly.

In the Western region (NO, ID, OR, WA), the DUF is available daily, weekly or monthly. In this region, the file can also be requested on a specific day of the week.

What Method of Transmission is Available?

The DUF can be transmitted in six different ways. The method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the DUF.

The available transmission methods are:

- *EMI via NDM (dedicated circuit)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a CenturyLink site to a secure node at your site, with security built into the transport mechanism.

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Receipt of the DUF Report via NDM requires a dedicated circuit between your location and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you.

You provide your IP address to CenturyLink for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish).

Establishment of the dedicated circuit takes from 30 to 45 days.

- *EMI via NDM (dial up)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure CenturyLink site node to your secure node at the CenturyLink site. You can then pick up the data via secure ID dialup access.

In order to receive the DUF via NDM dial-up, you will need a SecurID with Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The Secure ID is provided by CenturyLink and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. A RACF Functional ID is also provided by the WS/I&D Client Representative.

- *EMI via FTP (dedicated)*

In order to receive the DUF Report via FTP (File Transfer Protocol), a dedicated circuit between your location and CenturyLink is required. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information an IP address, which indicates the location of our NDM node, is provided to you. You will provide CenturyLink with your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

Establishment of the dedicated circuit takes from 30 to 45 days.

- *EMI via Web*

An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

In order to receive the DUF via the Web, you will need a VeriSign (digital) certificate which registers your PC and allows you access to the records. The digital certificate can be downloaded from the web at <http://ecom.CenturyLink.com> and requires a User ID and Password. The ID and password will be assigned to you by the WS/I&D Client Representative.

The DUF is not formatted for paper and cannot be faxed.

How Long Does the DUF Remain Available?

Usage data is stored for 180 days. After that time, retransmission will not be possible. After the 180-day time frame, you may request a special retransmission of the DUF data through the IT-Wholesale Systems Help Desk at 1-888-796-9102.

Is There a Test File Available?

A Test file, which includes samples of usage records generated on accounts, is available. This is not an all-inclusive sample of each record that could possibly be generated on an account. This request can be made by contacting your IT-Wholesale Systems WS/I&D Client Representative

For more information about the Daily Usage File, see the Billing-Daily Usage File (DUF) Overview at: <http://www.centurylink.com/wholesale/clecs/duf.html>

LOSS REPORT

Introduction

The Loss Report indicates any change in your customer's service that results in a loss to you – i.e., the customer changes service providers or disconnects a line. This information is included for each interconnect product that you provide. The file is sorted in NPA-telephone order. You may choose to receive a Loss Report for any of the following products:

- Resale
- Unbundled Loop
- Unbundled Switch
- UNE-P
- Interim Number Portability (INP)

What Records are included on the Loss Report?

The Loss Report contains information such as: Account Number, Order Number, Customer Code, Order Completion Date, Name and Address of Customer. Examples of the Loss Report for Resale, Unbundled Loop and Unbundled Switch and Interim Number Portability products can be provided by the IT-Wholesale Systems Implementation and Deployment (WS/I&D) Client Representative. A Report Layout example can be provided by the WS/I&D Client Representative.

When will I receive the Loss Report?

The Loss Report is sent on a daily, positive basis – whether or not there is data to report. This prevents any question as to whether or not a file was made available on succeeding days.

What Method of Transmission is Available?

The Loss Report can be transmitted in five different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the Loss Report. A User Guide can be provided by the WS/I&D Client Representative.

The available transmission methods are:

- *NDM (dedicated circuit)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a CenturyLink site to a secure node at your site, with security built into the transport mechanism.

Receipt of the Loss Report via NDM requires a dedicated circuit between your location and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you. You provide your IP address to CenturyLink for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish).

Establishment of the dedicated circuit takes from 30 to 45 days. The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
 - Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.
- *NDM (dial up)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure CenturyLink site node to your secure node at the CenturyLink site. You can then pick up the data via secure ID dialup access.

In order to receive the Completion Report via NDM dial-up, you will need a SecurID with Connect Direct Software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The secure ID is provided by CenturyLink and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. A RACF Functional ID is also provided by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Set up takes approximately 4 weeks.

- *FTP (dedicated circuit)*

In order to receive the Loss Report via FTP (File Transfer Protocol), a dedicated circuit between your location and CenturyLink is required. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information an IP address, which indicates the location of our NDM node, is provided to you. You will provide CenturyLink with your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of the dedicated circuit takes 6 to 8 weeks.

- *Web Access*

An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

In order to receive the Loss Report via the Web, you will need a VeriSign (digital) certificate which registers your PC and allows you access to the records. The digital certificate can be downloaded from the web at <http://ecom.CenturyLink.com>. The digital certificate, provided by CenturyLink, requires a User ID and Password. This ID and password will be assigned to you by the WS/I&D Client Representative.

The Web User Guide, which details the procedures for obtaining the digital certificate and for accessing the usage report on the web, will be sent to you by the WS/I&D Client Representative.

The Loss Report is available in two formats:

- Flat File – This option gives you the Loss data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Loss data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of Web access takes approximately four weeks.

- *Electronic Fax*

Receipt of the Loss Report by fax requires that you provide to CenturyLink your fax number. The report is only provided in the Report Layout format which appears with columns and headings.

How Long Does the Loss Report Remain Available?

The Loss report is available for two weeks via the Web, however, once the Loss data has been retrieved, it cannot be downloaded again. In order to have the data retransmitted, a request must be made by calling the IT-Wholesale Systems Help Desk at 1-888-796-9102.

COMPLETION REPORT

Introduction

The Completion Report indicates all orders that have completed through the CenturyLink Service Order Processing (SOP) system. This means that the order has been provisioned, but has not necessarily posted to the billing system (BOSS/CARS). The Completion file is typically received on the day after the service order goes into a completed status. The Completion Report is provided for each interconnect product that you have. The file is sorted in NPA-telephone order. You may choose to receive a Completion Report for any of the following products:

- Resale
- Unbundled Loop
- Unbundled Switch
- UNE-P
- Interim Number Portability (INP)

What Records are Included on the Completion Report?

The Completion Report contains information such as: Account Number, Order Number, Customer Code, Order Completion Date and Name and Address of Customer. Examples of the Loss Report for Resale, Unbundled Loop and Unbundled Switch and Interim Number Portability products can be provided by the IT-Wholesale Systems Implementation and Deployment (WS/I&D) Client Representative. A Report Layout example can be provided by the WS/I&D Client Representative.

When will I receive the Completion Report?

The Completion Report is sent on a daily, positive basis – whether or not there is data to report. This prevents any questions as to whether or not information was not sent or missed.

What Method of Transmission Is Available?

The Completion Report can be transmitted in five different ways. The transmission method is chosen when completing the New Customer Questionnaire with your Service Manager. A technical review will be conducted after the questionnaire has been completed to discuss these options. The review is held with a representative of the IT-Wholesale Systems Implementation and Deployment Group (WS/I&D) who can assist you with any technical questions about the Completion Report. A User Guide can be provided by the WS/I&D Client Representative.

The available methods are:

- *NDM (dedicated circuit)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. Connect Direct (dedicated) NDM uses transport circuitry from a secure node at a CenturyLink site to a secure node at your site, with security built into the transport mechanism.

Receipt of the Completion Report via NDM requires a dedicated circuit between your location and CenturyLink. The process for installing the circuit is handled by the WS/I&D Client Representative. Connect Direct software (can be purchased from Sterling Commerce - 800-311- 9775; www.sterlingcommerce.com) is required to make this connection. Since this is a computer to computer transfer of information, an IP address that indicates the location of our NDM node, is provided to you. You provide your IP address to CenturyLink for gateway (firewall) access. A RACF Functional ID is also required and is provided to you by the WS/I&D Client Representative (takes about 4 days to establish).

Establishment of the dedicated circuit takes from 30 to 45 days. The Completion Report is available in two formats:

- Flat File – This option gives you the Completion data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Completion data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

- *NDM (dial up)*

NDM (Network Data Mover) is a mainframe product that is used to transport a data file from one point to another. PC pick-up NDM transports from a secure CenturyLink site node to your secure node at the CenturyLink site. You can then pick up the data via Secure ID dialup access.

In order to receive the Completion Report via NDM dial-up, you will need a SecurID with Connect Direct software (can be purchased from Sterling Commerce - 800-311-9775; www.sterlingcommerce.com) and a RACF Functional ID. The secure ID is provided by CenturyLink and allows you to access the records via modem. Since this is a computer to computer transfer of information, Connect Direct software is required to make this connection. A RACF Functional ID is also provided by the WS/I&D Client Representative.

The Completion Report is available in two formats:

- Flat File – This option gives you the Completion data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Completion data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Set up takes approximately 4 weeks.

- *FTP (direct)*

In order to receive the Completion Report via FTP (File Transfer Protocol), a dedicated circuit between your location and CenturyLink is required. The process for installing the circuit is handled by the WS/I&D Client Representative. Since this is a computer to computer transfer of information an IP address, which indicates the location of our NDM node, is provided to you. You will provide CenturyLink with your IP address for gateway (firewall) access. A RACF Functional ID is also required and is provided by the WS/I&D Client Representative.

The Completion Report is available in two formats:

- Flat File – This option gives you the Completion data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Completion data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of FTP access takes approximately four weeks.

- *Web Access*

An Internet connection and browser is needed to access the Service Delivery Gateway (SDG) which provides a secure communications mechanism for applications and data transfer on internal and external networks. Most users will be connected to an internal network that has a point of presence (POP) to the Internet that provides for online speeds of T1 or better and they will be using a Windows 95/98/2000/NT machine with either Netscape or Internet Explorer.

In order to receive the Completion Report via the Web, you will need a VeriSign (digital) certificate which registers your PC and allows you access to the records. The digital certificate can be downloaded from the web at <http://ecom.CenturyLink.com>. The digital certificate, provided by CenturyLink, requires a User ID and Password. This ID and password will be assigned to you by the WS/I&D Client Representative.

The Web User Guide, which details the procedures for obtaining the digital certificate and for accessing the usage report on the web, can be sent to you by the WS/I&D Client Representative.

The Completion Report is available in two formats:

- Flat File – This option gives you the Completion data in a report with headings and columns. It might be appropriate for large volumes of data that you can mechanically parse for use in your particular system.
- Report Layout – This option gives you the Completion data in a format that is similar to the ASCII format. It might be more useful for smaller volumes of data that will be handled manually.

Establishment of Web access takes approximately four weeks.

- *Electronic Fax*

Receipt of the Completion by fax requires that you provide to CenturyLink your fax number. The report is only provided in the Report Layout format that appears with columns and headings.

How Long Does the Completion Report Remain Available?

The Completion Report is available for two weeks via the web, however, once the Completion data has been retrieved, it cannot be downloaded again. In order to have the data retransmitted, a request must be made by calling the IT-Wholesale Systems Help Desk at 1-888-796-9102.

CO-CARRIER USAGE RETURN (CCUR)

Introduction

The CCUR (Co-Carrier Usage Return) allows you to mechanically return to CenturyLink for resolution, unbillable usage files that you believe have been sent to you in error. CCUR is a sub-system that receives, and analyzes the returned usage. This system attempts to re-guide returned usage based on guiding data in the CenturyLink database, maintains a 90-day rolling repository of returned usage data and produces reports which allow manual investigation, rebilling and crediting.

In order to receive the CCUR service, you must also be set up to receive the DUF via either NDM dial up or dedicated. A request can be made through the IT-Wholesale Systems Implementation and Deployment (WS/I&D) Representative during the initial implementation meeting or at any time thereafter.

Usage errors must be returned to CenturyLink within 90 days. **For What Reasons Can Usage Records Be Returned?** Usage records can be returned for any of the following reasons:

- Incomplete records – not all elements have been provided Invalid fields
- Unreadable records
- Record has been misdirected; directed to incorrect account | Duplicate records
- Damaged information

What is the format for the CCUR?

The CCUR data is available in industry standard EMI (Exchange Message Interface) format, only. In order to read and understand the record you will need the documentation available from ATIS (Alliance for Telecommunication Industry Solutions). The documentation can be ordered by contacting ATIS at 800-387-2199 or via the Internet at www.atis.org.

What Transmission Method is Available For CCUR?

CCUR records can **only** be transported via NDM (direct or dial-up) in EMI format.

There are two CCUR transmission files:

- Returned Usage – records that you send to CenturyLink for review
- Sustained Usage – records that CenturyLink returns to you after investigation

Will A Test of the CCUR System Be Required?

Establishment of the CCUR service will only be implemented following a successful execution of the connection between you and CenturyLink using a test file. Once you are ready to test input and output, you may notify your IT-Wholesale Systems Implementation and Deployment Representative (WS/I&D). In order to complete the test file execution, you will need to provide a target data set name (DSN) for receiving output data via NDM.

It takes approximately six weeks to set up the CCUR transmission.

RAW LOOP DATA

Introduction

The purpose of the RLD tool is to provide the data needed to qualify various xDSL capable Unbundled Loops (i.e., to determine whether a specific loop could be used to provide data services). This data is developed at the wire center level for loops served out of a particular wire center. The data gives you specific loop make-up characteristics.

What Records are Available?

The data available via the Raw Loop Data Tool includes:

- Telephone number
- Wire Center CLLI code
- load coil type
- wire gauge
- cable name
- pair gain
- Terminal address
- Segment (e.g., F1, F2, etc.)
- Sub segment (e.g. segment 1 of F1)
- Segment Length
- Bridge-Tap Length
- Length Units
- Bridge-Tap Offset Distance
- Composition of Loop
- MLT distance
- House number
- Street
- Unit
- Floor
- Building
- Community (e.g. city)
- State Code

How Can I Access the Raw Loop Data?

The report is accessed via the web at <https://rld.CenturyLink.com/rld/>. A digital (VeriSign) certificate is required to gain access to the tool. The digital certificate can be downloaded from the web at <http://ecom.CenturyLink.com>. Your Service Manager will provide you the necessary ID and permissions to gain access to the tool. Information is available in an ASCII text file and can be downloaded to an EXCEL format or to your database.

When Can I Access the Raw Loop Data?

The data is updated monthly on a wire center by wire center basis. The RLD tool can be accessed 24 hours a day, 7 days a week.

STREET ADDRESS GUIDE (SAG)

Introduction

The Street Address Guide Batch File (SAG file) provides the information for validating an address. Address Verification provides you with the ability to reference customer service location and the serving central office information. The information in the SAG file is provided by Street Address Guide Area (SAGA). A specific address can be referenced in the SAG file by the state, SAGA, street name and house number range.

What Records Are Available in the SAG GUIDE?

The information provided includes the appropriate name and references for each valid address including:

- SAGA Identifier
- Street Description Directional Prefix
- Address Name
- Street Range (includes assigned house number (AHN) when applicable)
- Odd/Even indicator
- Telephone Features
- Wire Center Code (NPANXX)
- Community Name
- Zip code
- NPA (wire center leading NPA used for obtaining a pre-order Telephone (TN))
- NNX (wire center leading NXX used for obtaining a pre-order Telephone TN))
- Exchange code
- Rate Zone
- Central Office Code (CO or T.T.A* used to reference the FAM File)
- Descriptive Address Name
- Remarks

LFACS AN SAG Book Guide field lengths

SAG Book Header Record 1 Layout – Line 1			
Header Data Constants	Field Position	Field Length	Notes
Spaces	1 - 3	3	Filler
RUN DATE:	4 - 13	10	left justified
Header Month	14 - 15	2	Value MM
Filler	16	1	/ (virgule)
Header Day	17 - 18	2	Value DD
Filler	19	1	/ (virgule)
Header Year	20 - 21	2	Value YY
Filler	22 - 100	79	Spaces

Layout and field sizes of Header record 1 remain the same as the current PREMIS SAG Book.

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SAG Book Header Record 2 Layout – Line 2

Column width of Header Line 2 changed from 200 to 219

Header Data Constants	Field Position	Field Length	Notes
CALA	1 - 12	12	Left justified
STREET INFORMATION	13 – 62	50	Left justified
LOW	63 – 74	12	Right justified
Filler	75 – 75	1	Space
Filler	76 – 76	1	Dash (-)
Filler	77 – 77	1	Space
HIGH	78 - 90	13	Left justified
Filler	91 – 93	3	Spaces
TELEF	94 – 98	5	Left justified
Filler	99 – 101	3	Space
W/C	102 - 107	6	Left justified
Filler	108 – 108	1	Space
COMMUNITY NAME	109 – 141	33	Left justified
ZIP	142 – 146	5	Left justified
NPA	147 - 150	4	Left justified
NXX	151 – 154	4	Left justified
EXC	155 – 159	5	Left justified
RATEZ	160 – 165	6	Left justified
TTA	166 – 169	4	Left justified
STREET DESCRIPTION	170 - 219	50	Left justified

SAG Book Record Data Layout

Overall column width increased from 200 to 219

Data Element	Field Position	Field Length	Notes
CALA	1 - 5	5	Left justified.
Pre-Directional <i>(Old length 3)</i>	6 - 10	5	Left justified
Filler	11 – 11	1	Space
Street information <i>(Old length 29)</i>	12 – 61	50	Left justified
Filler	62 – 62	1	Space
Filler	62 - 62	1	Space
Low House Number <i>(Old length 8)</i>	63 - 75	13	Right justified.
Hyphen	76 – 76	1	Hard coded hyphen
High House Number <i>(Old length 8)</i>	77 – 89	13	Left justified
Filler	90 – 90	1	Space
Comma	91 – 91	1	Hard coded comma

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Data Element	Field Position	Field Length	Notes
Odd, Even Indicator	92 - 92	1	Data format is: E when value is E O when value is O (blank) when value is N (both/neither)
Filler	93 - 93	1	Space
Telephone Features	94 - 98	5	Left justified.
Filler	99 - 99	1	Space
W/C <i>(Old format was napnxx for Eastern region, npa,nxx for Central region, and 8 character cli for Western region)</i>	100 - 107	8	Left justified. Format is NPANXX
Filler	108 - 108	1	Space
Community	109 - 140	32	Left Justified
Zip Code	141 - 145	5	
Filler	146 - 146	1	Space
NPA	147 - 149	3	
Filler	150 - 150	1	Space
NXX	151 - 153	3	
Filler	154 - 154	1	Space
Exchange	155 - 158	4	
Filler	159 - 159	1	Space
Rate Zone	160 - 164	5	Left justified
Filler	165 - 165	1	Space
TTA	166 - 168	3	Left justified
Filler <i>(was 67)</i>	169 - 219	51	Spaces

Remark Data Layout

Data Element	Field Position	Field Length	Notes
Remark Code	1 - 7	7	Can be value of 1 to 5. Left justified.
Remarks	8 - 79	72	Text following associated remark code. Each occurrence of a remark can be up to 72 characters in length. E.g., 1 This is a remark 2 This is another remark example that is longer
Filler	80 - 200	121	Spaces

No changes to Remark Data Layout

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LFACS CLEC SAG Book Extract Header Record 3 Layout – Descriptive Addresses No changes to Descriptive Address Header

SAG Book Header Record3 Layout			
Constant	Field Position	Field Length	Notes
DESCRIPTIVE ADDRESSES START HERE	1 - 34	34	
Filler	35 - 134	100	Spaces

SAG Book Descriptive Record Layout

Data Element	Field Position	Field Length	Notes
CALA	1 - 5	5	Left justified
Pre-Directional <i>(Old length 3)</i>	6 - 10	5	Left justified
Filler	11 - 11	1	Space
Street information <i>(Old length 29)</i>	12 - 61	50	Left justified
Filler	62 - 62	1	Space
Street Number <i>(Old length 8)</i>	63 - 75	13	Right justified
Filler	76 - 90	15	Spaces
Filler	91 - 91	1	Hard coded comma
Odd/Even	92 - 92	1	E when value is E O when value is O Blank when value is N
Filler	93 - 93	1	Space
Telephone features	94 - 98	5	
Filler	99 - 99	1	Space
Wire center <i>(Old format was napxx for Eastern region, npa,nxx for Central region, and 8 character cli for Western region)</i>	100 - 107	8	Format is NPANXX
Filler	108 - 108	1	Space
Community	109 – 140	32	Left Justified
Zip code	141 – 145	5	
Filler	146 – 146	1	Space
Npa	147 – 149	3	
Filler	150 – 150	1	Space

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Data Element	Field Position	Field Length	Notes
Nxx	151 – 153	3	
Filler	154 - 154	1	Space
Exchange	155 – 158	4	
Filler	159 - 159	1	Space
Rate zone	160 - 164	5	Left justified
Filler	165 - 165	1	Space
TTA	166 – 169	3	
Street Description	170 - 219	50	Left justified

No change to trailer record layout

SAG Book Trailer Record Layout

Constant	Field Position	Field Length	Notes
Filler	1 - 3	3	Spaces
RECS COUNT:	4 - 15	12	Hard
Trailer Count	16 - 25	10	Right justified
Filler	26 - 100	75	Spaces

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State	CALA Name	Original SAGA
AZ	PNX	PNX
AZ	TSN	TSN
ID	IDO	IDO
NM	NMX	NMX
OR	MAL	MAL
UT	UT	<i>PNX</i>
WY	WY	<i>IDO</i>
CO	DNV	DNV
CO	NCO	NCO
CO	SCO	SCO
ID	WO	<i>CHY</i>
MT	MTA	MTA
ND	MT	<i>MTA</i>
UT	UTA	UTA
WY	CHY	CHY
WY	CPR	CPR
ID	ID	<i>EAST</i>
OR	EUGN	EUGN
OR	OREA	OREA
OR	PORT	PORT
WA	BLVU	BLVU
WA	EAST	EAST
WA	OLYM	OLYM
WA	SEAT	SEAT
WA	SPOK	SPOK
WA	VANC	VANC
IA	IA	IA
CO	CO	<i>NE</i>
MN	MN	MN
ND	ND	ND
NE	NE	NE
SD	SD	SD
WI	WI	<i>MN</i>
WY	WYO	<i>SD</i>

Street Address Guide (SAG)

For the SAG file, you must obtain the approximate spelling of the street address, state, and city, from the customer. You must also know which cities and regions are contained in each SAGA or the Co-Carrier's internal system will need to access the information by state.

The SAG Batch file is a guide to validating an address and obtaining the central office serving the address. The file information is only a guide and may require a new address to be included. The Co-Carrier should inform U S WEST when an address is not listed.

When Can I Access the SAG files?

The SAG files can be accessed 24 hours a day, 7 days a week

How To Access SAG Information:

.For access to SAGA data via a web browser: (either Netscape or IE)

- Type in URL: <https://sdgate01.uswest.com> and press enter. (Digital Certificate is required.)
- User ID: (enter user login.)
- Password: (enter user password)
- click Login
- Select button of file to be downloaded
- scroll to bottom and select Receive File
- Note: One file can be downloaded at a time

A SAGA file for the location indicated will download to your machine.

For example, to get the Denver SAGA data, select **DNV.SAGA**

Use an editor to view the (SAGA location).SAGA file.

FEATURE AVAILABILITY MATRIX (FAM)

Introduction

The Feature Availability Matrix (FAM) Batch File provides information on the services provided at your customer's location. The FAM Batch File provides a list of products, and inter/ intra-LATA carriers available in the serving office for a customer's address. The content of the list is based on the switch capabilities corresponding to the service address and type of service requested (e.g. Business, Residence).

The FAM file information is only a guide as to what services are possible if the assigned telephone number is provisioned. Even if a telephone has been assigned to new service, there is no guarantee the number will stay the same after provisioning. New switches and services are provided on a regular basis and there may be a delay between when the actual facilities available to service a specific location and when the information provided in the batch file.

What Records Are Available in the FAM GUIDE?

Available services can be referenced for the customer using the NPA and the NXX of the customer's telephone number or of the Central Office. The FAM file contains three tables of information comprising the service availability information needed, including availability of USOCs by NPA-NXX, preferred inter-LATA and intra-LATA exchange carrier by NPA-NXX, and a detailed list of USOCs for POTS service by state.

Availability

The Availability table lists the USOCs available for each NPA-NXX. The following data items is available in the files:

- NPA-NXX List
- Central Office (CO) - The leading NPA and NXX of the wire center
- SWITCH - Type of switch which serves this NPANXX
- USOC List - Universal Service Order Code
- USOC Modifier - Additional information for ordering
- Residential and Business Indicator

Preferred Inter-LATA and Intra-LATA Exchange Carrier (PIC)

The Preferred Carrier table provides information on toll service providers for each NPA-NXX. The following data items are available in the files:

- NPA-NXX List (Area Code and Prefix)
- Central Office (CO) - The leading NPA and NXX of the wire center
- SWITCH - Type of switch which serves this NPANXX
- Carrier Type PICX (or PIC) for inter-LATA long distance and LPIC for intra-LATA
- Long distance
- Carrier Code
- Residential and Business Indicator

Descriptive List of USOCs

The Descriptive List of USOCs table provides detailed descriptions of USOCs used within a state. This table provides additional information on each USOC in the following states: Colorado, Arizona, Idaho, Montana, Wyoming, Utah, New Mexico, Washington, Oregon, North Dakota, South Dakota, Nebraska, Minnesota, and Iowa. The following data items are available in the files:

- USOC List (Universal Service Order Code)
- USOC Description (a description as it appears in the legacy system - SONAR)

When Can I Access the FAM files?

The FAM files can be accessed 24 hours a day, 7 days a week

How To Access FAM Information:

.For access to FAM data via a web browser:

- Type in URL: <https://sdgate01.uswest.com> and press enter. (Digital Certificate is required.)
- User ID: (enter user login.)
- Password: (enter user password)
- click Login
- Select button of file to be downloaded
- scroll to bottom and select Receive File
- Note: One file can be downloaded at a time

A FAM file for the location indicated will download to your machine. You can now select and download another file if desired.

You will need to uncompress the file (FAM location).FAM.tar.gz with gunzip and then untar it. Use an editor to view the resulting files.

ESTABLISHING A DEDICATED CIRCUIT

A dedicated circuit will provide a secure network to send and receive data between CenturyLink and the Co-Provider and provides an efficient means to transport high volumes of data. It is also feasible to share a circuit already being used between CenturyLink and the Co-Provider (or a Service Bureau). If a circuit is shared, it is critical for the Co-Provider to monitor the transaction volumes as performance issues could be impacted. When a Co-Provider or Service Bureau requires multiple circuits, two options are available. The option selected is determined by the Co-Provider based on their implementation plan.

The *Data Network Information and Requirements Form* is used to communicate selection of one to the following two options to CenturyLink:

- Option 1. Load Balancing - allows transmissions to be distributed across multiple circuits.
- Option 2. Redundancy - allows transmissions to travel over the secondary route, in the event of a circuit failure.

The dedicated circuit can be ordered from the carrier of the Co-Provider's choice. CenturyLink can accommodate a Frame Relay circuit or a point-to-point connection.

The bandwidth requirements for connectivity to the CenturyLink interface are a T-1, fractional T-1, or 56K line. Determining the bandwidth sizing is a function of estimating the number of concurrent users accessing an application, the number of applications riding on the facility, and the contentions for access between those 'user instances'. CenturyLink recommends that a facility engineer be consulted to determine the bandwidth size required to accommodate the CoProvider's specific needs.

CenturyLink requires that the Co-Provider's circuit terminate at a CenturyLink data center demarcation point. These demarcation points are located in Denver, Colorado and Omaha, Nebraska. The CoProvider's circuit will need to be connected to the CenturyLink router located at one of the two data centers. This may require an internal circuit order to be issued and provisioning can take approximately 30 to 45 days from the date the request is correctly submitted. The internal order will not be placed until a CenturyLink circuit ID, CenturyLink order number, and a due date is provided by the Co-Provider to the appropriate CenturyLink connectivity contact. This information identifies the terminating point of the Co-Provider's incoming circuit.

The router configuration step completes the physical network connection when access is granted from the Co-Provider's external registered IP addresses to the CenturyLink firewall. To initiate the CenturyLink request, all data elements on the *Data Network Information and Requirements Form* must be filled out and returned to the IT I&D SPOC. It is expected that CenturyLink router configuration will be completed within fourteen business days from the date the request for access is submitted. The subsequent testing of this network connectivity may take as little as one day. However, if access to the external circuit is not readily available, this activity must be rescheduled.

Upon completion of the necessary connectivity configuration requirements, an end-to-end connectivity test (ping) is scheduled. The intent of this test is:

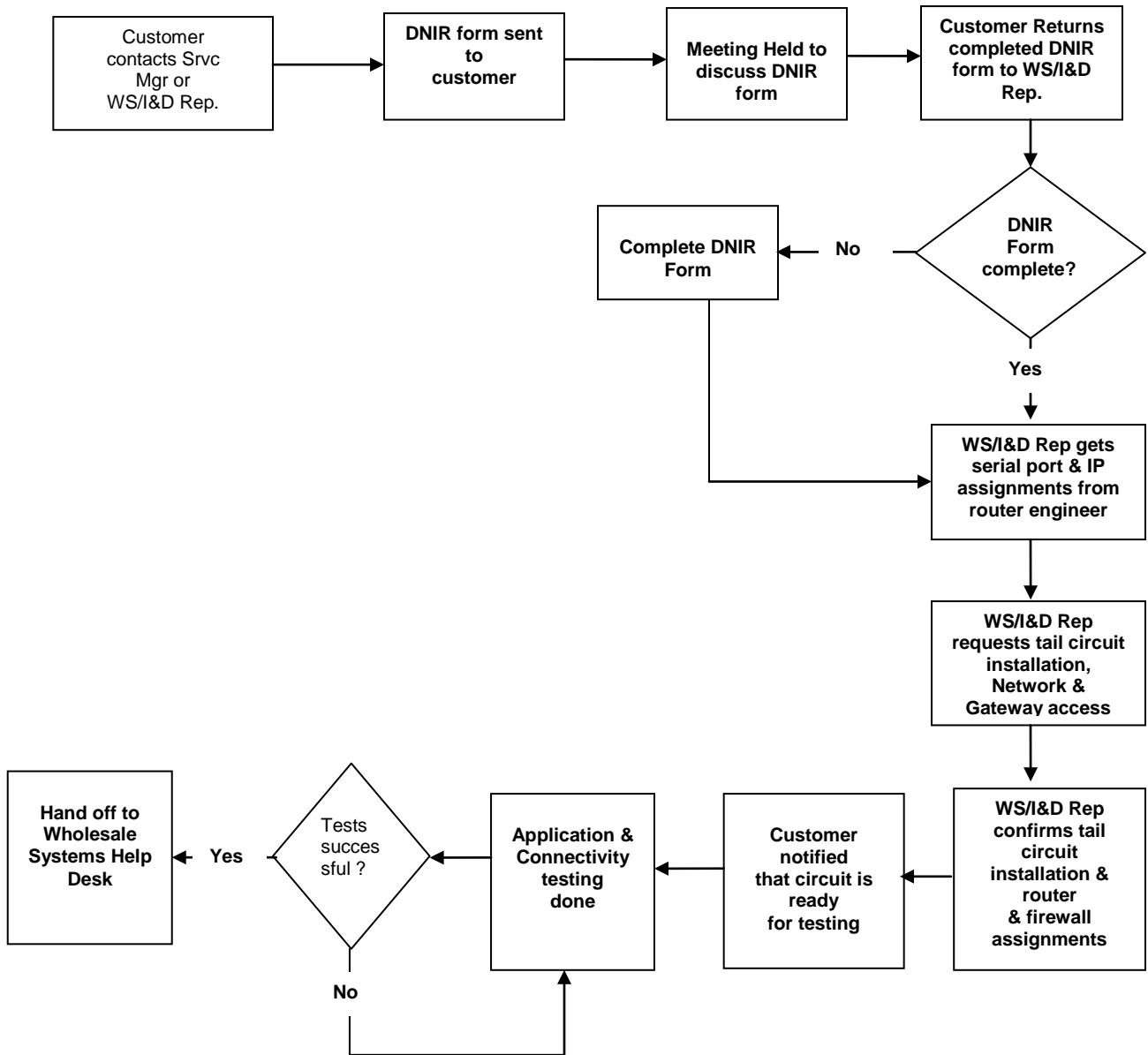
- To verify that the physical requirements of the connectivity configuration have been met by CenturyLink and the Co-Provider.
- To ensure that both parties are able to communicate with one another effectively over the circuit.

This test is the last phase in completing the physical connectivity configuration. Connectivity testing usually consists of CenturyLink and the Co-Provider pinging and telnetting each other's systems and verifying the responses were as expected.

DEDICATED CIRCUIT INSTALLATION PROCESS

1. The Customer contacts the Wholesale Markets Service Manager or Wholesale Systems/I&D (WS/I&D) Representative to request circuit installation.
2. The WS/I&D Representative sends a Data Network Information Requirements form (DNIR) <http://www.centurylink.com/wholesale/clecs/electronicaccess.html> to the customer.
3. A meeting is held with the customer to discuss the requirements and answer any questions pertaining to the process.
4. The DNIR form is returned to the WS/I&D Representative.
5. The customer arranges for installation of the circuit at their location and also arranges with their circuit provider to extend the circuit to one of the CenturyLink Data Centers. The due date for the installation on the CenturyLink end is provided to the WS/I&D Representative (due date is provided on the DNIR form).
6. The WS/I&D Representative secures the serial port and IP assignments from the CenturyLink router engineer.
7. The WS/I&D Representative sends an updated DNIR to the customer with the necessary serial link IP assignments and the CenturyLink host IP addresses for the application layer.
8. The WS/I&D Representative requests installation of the tail circuit at the CenturyLink Data Center specified by the customer (centers are located in Denver and Omaha).
9. The WS/I&D Representative requests network (router) and gateway access (firewall), providing customer IP addresses to the firewall and router engineers.
10. The WS/I&D Representative confirms the tail circuit installation.
11. End-to-end testing (ping test) and application testing is performed.
12. When testing is complete, the customer is 'handed-off' to the Wholesale Systems Help Desk which is the first point of contact for subsequent questions regarding the dedicated circuit connection.

DEDICATED CIRCUIT INSTALLATION FLOWCHART



BILLING /OUTPUT MATRIX

The following Matrix identifies the type of report or bill that each product will generate. For more specific information on each of these products, please refer to the following link: <http://www.centurylink.com/wholesale>, then make your selection under Current CLECs.

BILLING/OUTPUT MATRIX					
Product	CRIS BILL	IABS	DUF	LOSS & COMPLETION	CATEGORY 11
Resale Products					
Business Exchange - 1FB	X		X	X	
Centrex	X		X	X	
Centrex 21	X		X	X	
High Capacity Service	X		X	X	
Single Line ISDN BRI	X		X	X	
ISDN PRI	X		X	X	
Megabit	X		X	X	
PBX Service	X		X	X	
Private Line (PLT)	X		X	X	
Public Access Line (PAL)	X		X	X	
Residence Exchange - 1FR	X		X	X	
Shared Tenant	X		X	X	
Frame Relay Resale Service		X			
Unbundled Products					
Unbundled Loop	X			X	X
Unbundled Switching	X			X	X
UNE-P	X			X	X
DS1 Message Trunk Port		X			X
Unbundled Dedicated Interoffice Transport (UDIT)		X			X
Number Portability Products					
Interim Number Portability	X		X	X	
Interconnect Products					
911 Interconnection		X			X
CCSAC/SS7 Baseline Service		X			X
Local Interconnection Service – LIS (Usage and Facility)		X			
Collocation Products					
Collocation (Virtual/Physical) *Monthly Charges Only (bill generated manually)		X			X

TROUBLESHOOTING CONTACT GUIDE

The chart below lists the contact points for some issues relating to your billing and record outputs once connectivity to the OSS environment has been established.

OUTPUT	CONTACT
<p style="text-align: center;">CRIS BILL/PAPER</p> <p>Did not receive bill Problem with data content Need Data Sent Change Output Medium</p>	<p>Service Delivery Center Service Delivery Center Service Delivery Center Account Executive</p>
<p style="text-align: center;">CRIS BILL via EDI/VAN/NDM/FTP</p> <p>Did not receive bill Problem with data content Data Re-Send Request Change Output Medium/Contact information</p>	<p>Billing EDI Coordinator Billing EDI Coordinator Billing EDI Coordinator Billing EDI Coordinator</p>
<p style="text-align: center;">IABS BILL</p> <p>Did not receive bill Problem with data content Data Re-Send Request Change Output Medium/Contact information</p>	<p>Service Delivery Center Service Delivery Center Service Delivery Center Service Delivery Center</p>
<p style="text-align: center;">BILLMATE</p> <p>Did not receive bill Problem with data content Data Re-Send Request Change Output Medium/Contact information</p>	<p>Service Manager Service Manager Service Manager WS/I&D Client Representative</p>
<p style="text-align: center;">LOSS & COMPLETION</p> <p>No file received Problem with data content Missing Order/no data received Data Re-send Request Change Output medium/Contact information</p>	<p>IT-Wholesale Systems Help Desk IT-Wholesale Systems Help Desk IT-Wholesale Systems Help Desk IT-Wholesale Systems Help Desk WS/I&D Client Representative</p>
<p style="text-align: center;">DAILY USAGE FILE</p> <p>Problem with data content Data Format Unclear Data Re-send Request Discontinue DUF File not received Change Output Medium/Contact Information</p>	<p>IT-Wholesale Systems Help Desk IT-Wholesale Systems Help Desk IT-Wholesale Systems Help Desk IT-Implementation and Deployment IT-Wholesale Systems Help Desk WS/I&D Client Representative</p>