

External User's Process Flow for requests:

The following is a list of the various process steps you can expect to see for the life cycle of your request. Not all steps will happen for every request, and the sequence of these steps can be altered based upon the specific request.

Original Request:

1. Customer receives the automated e-mail containing a 1 time link to the UGET forms application.

From: DoNotReply@centurylink.com
Subject: Access Link to CenturyLink Wholesale General Exchange Tariff Ordering System
Date: May 16, 2013 9:56:13 AM EDT
To: Brett Keenan

Dear Brett,

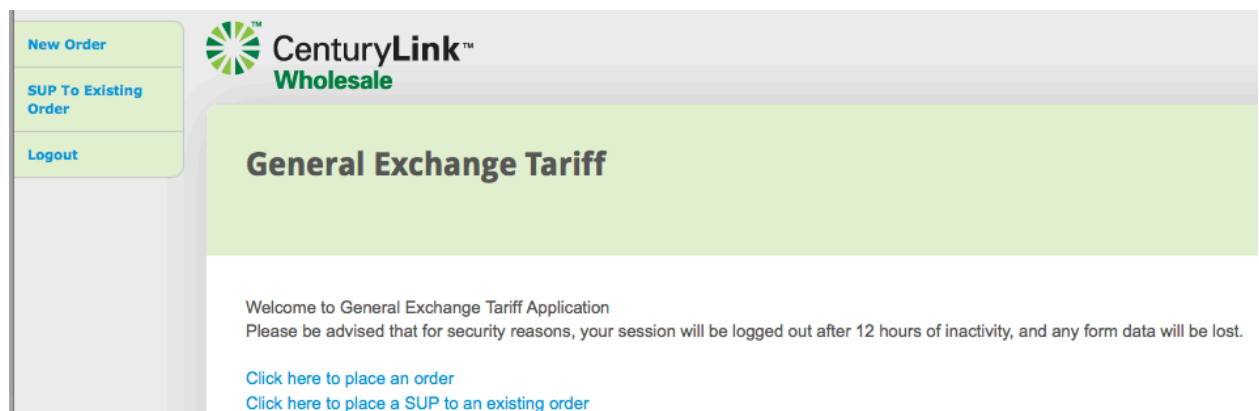
The link below works one time only, and will expire in one hour. Please use this link to access and complete CenturyLink Wholesale General Exchange Tariff forms.

<https://uget.centurylinkapps.com/index.cfm?action=login.loginVerification&key=55F47A3CB64106E7ED529B872DE4E2EE>

If you have any questions, please contact the General Exchange Tariff Center at 866-231-4701 (dulisp2@centurylink.com).


Thank you,
CenturyLink Wholesale General Exchange Tariff (GET) Team
866-231-4701
dulisp2@centurylink.com

2. Customer logs in to the CenturyLink Wholesale General Exchange Tariff website at <https://uget.centurylinkapps.com/index.cfm>
 - a. Customer selects either the New Order or Click here to place an order link then fills out and submits online GET request.



The screenshot shows the CenturyLink Wholesale General Exchange Tariff application interface. On the left, there is a navigation menu with three options: "New Order", "SUP To Existing Order", and "Logout". The main content area features the CenturyLink Wholesale logo at the top, followed by the heading "General Exchange Tariff". Below this, a welcome message reads: "Welcome to General Exchange Tariff Application. Please be advised that for security reasons, your session will be logged out after 12 hours of inactivity, and any form data will be lost." At the bottom of the main content area, there are two links: "Click here to place an order" and "Click here to place a SUP to an existing order".

- Customer receives automated email confirming submission of your request. This only confirms that CenturyLink has successfully received your request.

From: DoNotReply@centurylink.com 
Subject: PON PON1234567 has been received.
Date: May 16, 2013 10:06:13 AM EDT
To: Brett Keenan

Dear Brett,

Your request has been successfully received and submitted for further processing.

Please find attached a confirmation of your request.

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com



[Order_2013...pdf \(105 KB\)](#)

- CenturyLink screens your request and moves to the order typing queue.
- CenturyLink sends Acknowledgement email. This confirms that your request has passed its initial screening and has put it into the queue of work.

From: dulisp2@CenturyLink.com
Subject: Acknowledgement of receipt | PON: PON1234567
Date: May 16, 2013 10:11:28 AM EDT
To: Brett Keenan

[Hide](#)

Co-Provider Email:	brett.keenan@centurylink.com
Co-Provider Contact:	Brett Keenan
Co-Provider Company:	Test Customer
PON:	PON1234567
BTN:	123-456-7890
Request Number:	651
Master Key Number:	A1279C4DBE3111E2B64A0050568BEFD9

CenturyLink has received and is processing your request. You will receive a firm order confirmation when the order has been issued and a due date assigned. The Master Key number provided above should be used if you need to SUP or Cancel your request.

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

- 6. CenturyLink representative selects request to begin work. Rep reviews request and determines if it is a complete and accurate request allowing order(s) to be written to fulfill request.
 - a. If CenturyLink rep determines they need more information from you but it is not severe enough to reject, the rep may contact you requesting more info or clarification.
 - i. The CenturyLink rep may contact you by phone
 - ii. The CenturyLink rep may send you an email

From: Brett Keenan
Subject: Correspondence I PON: PON1234567
Date: May 21, 2013 11:48:10 AM EDT
To: Brett Keenan
Cc: dulisp2@centurylink.com

Hide 


Co-Provider Email: brett.keenan@centurylink.com
Co-Provider Contact: Brett Keenan
Co-Provider Company: Test Customer
PON: PON1234567
BTN: 123-456-7890
Request Number: 651
Master Key Number: A1279C4DBE3111E2B64A0050568BEFD9

The Master Key number provided above should be used if you need to SUP or Cancel your request. If you are replying back to this email, please use Reply All or add dulisp2@centurylink.com to the CC field.

...Explanatory Text Goes Here...

Thank you,
Brett Keenan
206-521-5703
Brett.Keenan@CenturyLink.com

- b. If CenturyLink rep determines they need more information from you and it is severe enough for a reject, CenturyLink sends Rejection email detailing the error(s).

From: dulisp2@CenturyLink.com 
Subject: Rejection Notice I PON: PON1234567
Date: May 21, 2013 11:28:52 AM EDT
To: Brett Keenan

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Co-Provider Email: brett.keenan@centurylink.com
Co-Provider Contact: Brett Keenan
Co-Provider Company: Test Customer
PON: PON1234567
BTN: 123-456-7890
Request Number: 651
Master Key Number: A1279C4DBE3111E2B64A0050568BEFD9

Your request has been rejected. The Master Key number provided above should be used if you need to resubmit your request.

....Explanatory Text Goes Here....

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

7. Once CenturyLink has a complete and accurate request, CenturyLink rep issues order(s) to fulfill your request.
8. Once orders have been successfully issued, CenturyLink sends FOC email to provide you with pertinent order information.

From: dulisp2@CenturyLink.com
Subject: Firm Order Commitment I PON: PON1234567
Date: May 21, 2013 11:30:38 AM EDT
To: Brett Keenan

[Hide](#)

Co-Provider Email: brett.keenan@centurylink.com
 Co-Provider Contact: Brett Keenan
 Co-Provider Company: Test Customer
 PON: PON1234567
 BTN: 123-456-7890
 Request Number: 651
 Master Key Number: A1279C4DBE3111E2B64A0050568BEFD9

WEBSOP Order Number: 123	WEBSOP Order Type: 1FB	Due Date: May 22, 2013
BTN: 12345	Comments: sample WEBSOP order	

Your request has been processed. The Master Key number provided above should be used if you need to SUP or Cancel your request.

Thank you,
 CenturyLink Wholesale General Exchange Tariff (GET)
 866-231-4701
dulisp2@centurylink.com

9. CenturyLink Network Personnel determines if facilities are in place to fulfill the order(s).
 - a. If facilities are available, your order(s) proceed as normal to the due date.
 - b. If facilities are not available, your order(s) go into a Delayed status.
 - i. CenturyLink sends Jeopardy Notice email(s) to you advising of status following the Delayed Order process not covered here.

From: dulisp2@CenturyLink.com
Subject: Jeopardy Notice | PON: PON1234567
Date: May 21, 2013 11:35:08 AM EDT
To: Brett Keenan
Cc: Brett Keenan

Co-Provider Email: brett.keenan@centurylink.com
Co-Provider Contact: Brett Keenan
Co-Provider Company: Test Customer
PON: PON1234567
BTN: 123-456-7890
Request Number: 651
Master Key Number: A1279C4DBE3111E2B64A0050568BEFD9

WEBSOP Order Number: 123	WEBSOP Order Type: 1FB	Due Date: May 22, 2013
BTN: 12345	Comments: sample WEBSOP order	

The Master Key number provided above should be used if you need to SUP or Cancel your request.

...Explanatory Text Goes Here....

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

- ii. Once the Delayed condition has been resolved, CenturyLink sends a new FOC to advise and provide new due date (if original due date could not be met)
10. When due date arrives, CenturyLink attempts to do the work necessary to physically fulfill the order(s) written for your request.
 - a. If order(s) are able to be worked, CenturyLink will complete the order(s) within our systems.
 - b. If order(s) are not able to be worked due to a CenturyLink reason, arrangements are made by Network to get it worked.
 - c. If order(s) are not able to be worked due to a customer reason, CenturyLink will set a jeopardy against the order(s) with a customer reason. This will put the order(s) into the Customer Not Ready (CNR) process not covered here. CenturyLink sends CNR Jeopardy Notice email advising you of the action to take, such as supping the request for a new due date.

From: dulisp2@CenturyLink.com
Subject: CNR Jeopardy Notice I PON: PON1234567
Date: May 21, 2013 11:37:39 AM EDT
To: Brett Keenan
Cc: Brett Keenan

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Co-Provider Email: brett.keenan@centurylink.com
Co-Provider Contact: Brett Keenan
Co-Provider Company: Test Customer
PON: PON1234567
BTN: 123-456-7890
Request Number: 651
Master Key Number: A1279C4DBE3111E2B64A0050568BEFD9

WEBSOP Order Number: 123	WEBSOP Order Type: 1FB	Due Date: May 22, 2013
BTN: 12345	Comments: sample WEBSOP order	

The Master Key number provided above should be used if you need to SUP or Cancel your request.

...Explanatory Text Goes Here...

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

- i. If you take the requested action, you will likely receive a new due date for your order(s) and a new FOC. Orders will await new due date.
- ii. If you fail to take the requested action within the timeframe set forth in the CNR process, your order(s) will ultimately be cancelled and CenturyLink sends email to advise your orders have been cancelled.

From: dulisp2@CenturyLink.com
Subject: Cancellation Notice I PON: PON1234567
Date: May 21, 2013 11:40:09 AM EDT
To: Brett Keenan


Co-Provider Email: brett.keenan@centurylink.com
Co-Provider Contact: Brett Keenan
Co-Provider Company: Test Customer
PON: PON1234567
BTN: 123-456-7890
Request Number: 651

Your request and any orders associated with it have been cancelled.

...Explanatory Text Goes Here...

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

11. Once CenturyLink Representative sees that order(s) have been completed, CenturyLink sends Completion Notice email advising you that your request has been completed.

From: dulisp2@CenturyLink.com 
Subject: Completion Notice I PON: PON1234567
Date: May 21, 2013 11:43:25 AM EDT
To: Brett Keenan

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Co-Provider Email: brett.keenan@centurylink.com
 Co-Provider Contact: Brett Keenan
 Co-Provider Company: Test Customer
 PON: PON1234567
 BTN: 123-456-7890
 Request Number: 651

WEBSOP Order Number: 123	WEBSOP Order Type: 1FB	Due Date: May 22, 2013
BTN: 12345	Comments: sample WEBSOP order	

Your request and order(s) have been completed.

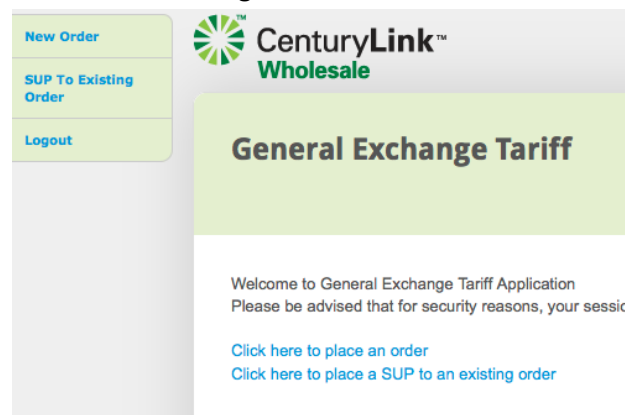
...Explanatory Text Goes Here...

Thank you,
 CenturyLink Wholesale General Exchange Tariff (GET)
 866-231-4701
dulisp2@centurylink.com

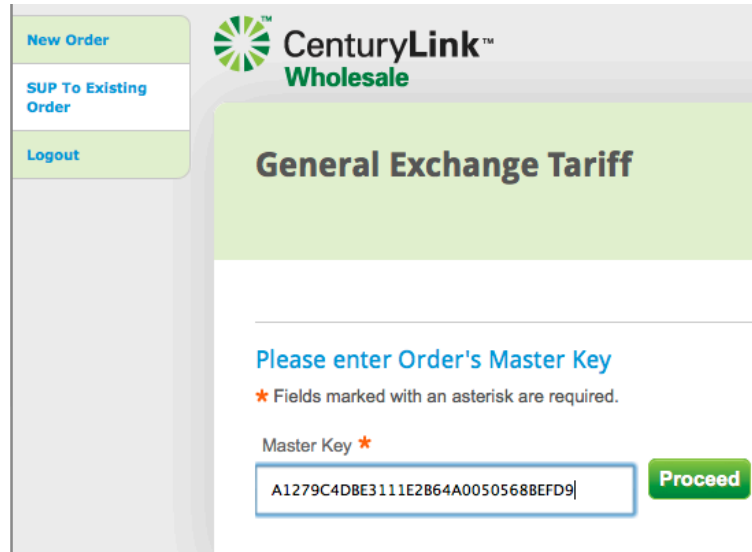
SUP Process:

SUPs can be sent throughout the life cycle of your request. SUPs may be needed before or after you have received an FOC. You may need to send in a SUP in response to a Rejection notice, a CNR Jeopardy notice, or other correspondence requesting more information. However, SUPs should not be sent against requests that have been Cancelled or Completed because they have reached the end of their life cycle.

1. Customer logs in to the CenturyLink Wholesale General Exchange Tariff website at <https://uget.centurylinkapps.com/index.cfm>
 - a. Customer selects either **SUP to Existing Order** from the left menu or **Click here to place a SUP to an existing order** link.



- b. Customer provides the Master Key Number assigned to the original request. This would have been communicated to you on the Acknowledgement email and all subsequent emails sent via the online GET system.



- c. Customer selects appropriate sections of the form. You then fill out and submit online SUP to your GET request.
2. Customer receives automated email confirming submission of your request. This only confirms that CenturyLink has successfully received your request

From: DoNotReply@centurylink.com  [Hide](#)
Subject: SUP to PON: PON1234567 has been received.
Date: May 16, 2013 10:35:15 AM EDT
To: Brett Keenan

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Dear Brett,

SUP request #123 (Master Key Number A1279C4DBE3111E2B64A0050568BEFD9) has been successfully received and submitted for further processing.

Please find attached a copy of your SUP request.

Thank you,
CenturyLink WholeSale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

3. CenturyLink Rep receives automated email notifying them that a SUP has arrived

From: DoNotReply@centurylink.com 
Subject: New SUP order notification | PON: PON1234567
Date: May 16, 2013 10:35:15 AM EDT
To: Brett Keenan
Cc: dulisp2@centurylink.com

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Quick Look

Hello Brett,

New SUP request for Request #651 (Master Key Number A1279C4DBE3111E2B64A0050568BEFD9) has been submitted. Please log on to [UGET](#) for review and further processing.

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

4. CenturyLink Rep reviews SUP for Rejection or Acceptance of SUP
- If CenturyLink rep determines they need more information from you but it is not severe enough to reject, the rep may contact you requesting more info or clarification.
 - If CenturyLink rep determines they need more information from you and it is severe enough for a reject, CenturyLink representative sends Rejection email detailing the error(s).
 - If CenturyLink rep determines the SUP can be Accepted, CenturyLink sends SUP Approval Notification email to advise that we have reviewed your SUP and that it allows us to continue processing.

From: Brett Keenan
Subject: SUP Approval Notification | PON PON1234567
Date: May 16, 2013 10:47:31 AM EDT
To: Brett Keenan

[Hide](#)



Dear Brett,

SUP request #124 for request number #651 (PON PON1234567, Master Key A1279C4DBE3111E2B64A0050568BEFD9) has been approved and is processing now.
The master key number provided above should be used if you need to SUP or cancel your request.

Thank you,
CenturyLink Wholesale General Exchange Tariff (GET)
866-231-4701
dulisp2@centurylink.com

5. SUP then follows process flow for Original Request starting at step 7.