



OPERATOR SERVICES / DIRECTORY ASSISTANCE QUESTIONNAIRE FOR INTEREXCHANGE CARRIER (IXC)

**Version 4
February 2014**

INSTRUCTIONS FOR QUESTIONNAIRE COMPLETION

Use your Tab or Arrow keys to move from field to field to enter the requested information. Send your completed questionnaire, via email, to your CenturyLink Service Manager with "OS/DA Questionnaire" in the subject line. **Note:** Implementation can take from 4 to 6 weeks, excluding Branding, once your Trunks are installed.

GENERAL			
CUSTOMER INFORMATION			
Customer Name:	Date		
Carrier Identification Code (CIC):			
Indicate if entries within this questionnaire represent: New <input type="checkbox"/> Add <input type="checkbox"/> Change <input type="checkbox"/> Disconnect <input type="checkbox"/> If adding and/or changing information submitted on your initial OS/DA questionnaire, specify the new and/or changing content:			
Customer Contact	Name:		
	Telephone Number:	Fax Number:	
	Address:	City:	State: Zip:
Billing Contact	Name:		
	Telephone Number:	Fax Number:	
	Address:	City:	State: Zip:
Technical Contact	Name:		
	Telephone Number:	Fax Number:	
	Address:	City:	State: Zip:
OPERATOR SERVICES CONFIGURATION			
<i>Provide the following information for the Serving Area. Indicate the location of the originating traffic.</i>			
	TERMINATION CLLI	SWITCH TYPE	RTP or Hairpin
SERVING AREA PLEASE CHECK THOSE THAT APPLY			
	International	Domestic	
SERVING TYPE			
<i>Check the OS/DA services CenturyLink is to provide, then complete the appropriate Reference Sheet(s) as indicated:</i>			
Reference Sheet	Service	CenturyLink Providing	
A	INTRASTATE OPERATOR ASSISTANCE	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A	INTERSTATE OPERATOR ASSISTANCE	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A	INTERNATIONAL OPERATOR ASSISTANCE (US originating/International Terminating)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A	INTERNATIONAL OPERATOR SERVICES (International Originating /US Terminating)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A	INTERNATIONAL OPERATOR SERVICES (International originating/International Terminating)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

B	INWARD BUSY LINE VERIFICATION/BUSY LINE INTERRUPT	Yes <input type="checkbox"/> No <input type="checkbox"/>
C	REGIONAL/LOCAL DIRECTORY ASSISTANCE	Yes <input type="checkbox"/> No <input type="checkbox"/>
	NATIONAL DIRECTORY ASSISTANCE	Yes <input type="checkbox"/> No <input type="checkbox"/>
	NATIONAL DIRECTORY ASSISTANCE CALL COMPLETION LINK	Yes <input type="checkbox"/> No <input type="checkbox"/>
	ENHANCED DIRECTORY ASSISTANCE	Yes <input type="checkbox"/> No <input type="checkbox"/>
	INTERNATIONAL DIRECTORY ASSISTANCE	Yes <input type="checkbox"/> No <input type="checkbox"/>

OTHER

Provide the following referral information for use by CenturyLink Operators when assisting your end-users:

Business Office – Business Telephone Number: Hours of Operation:

Business Office – Residence Telephone Number: Hours of Operation:

Repair Service Telephone Number: Hours of Operation:

REFERENCE SHEET A

INTRALATA, INTERLATA, INTERNATIONAL TOLL OPERATOR ASSISTANCE (0, 0+,800)

Indicate if entries below represent: New Add Change Disconnect

TRUNKING

Type of Signaling	Operator Services Signaling (OSS) Yes <input type="checkbox"/> No <input type="checkbox"/>	Equal Access Operator Services with double digit ANI Yes <input type="checkbox"/> No <input type="checkbox"/>
	Feature Group D Direct Connect Yes <input type="checkbox"/> No <input type="checkbox"/>	Signaling System 7 (SS7) Yes <input type="checkbox"/> No <input type="checkbox"/>

Trunk Group(s) Type Dedicated Non-Coin Trunk Group Number:

RATES

CenturyLink will need the following information to provide rate quotes.

Will rates be differentiated by call type (Fully Automated vs. Partially Automated vs. Fully Live)? Yes No

OPERATOR SURCHARGES

CENTURYLINK WILL NEED THE FOLLOWING INFORMATION TO PROVIDE RATE QUOTES

Station-to-Station Surcharge: Person-to-Person Surcharge: Calling card Surcharge: Credit Card Surcharge

Collect Surcharge Third Party Surcharge Initial Minute Rate Additional Minute Rate

Specify how many minutes are in the Initial Minute Rate:

What, if any, discount periods apply? (Specify dates or times and discount percent)		
OPERATOR SERVICES	Opening Brand Requirement	Closing Brand Requirement
CALL BRANDING Call Branding means announcing your name at the opening/beginning of your calls and also on the closing/ending of your calls. Note: Charges apply for each recording and loading unique branding onto the operator switch.		

REFERENCE SHEET B OPERATOR SERVICES

Inward busy line Verification (blv) busy line interrupt (bli) Services Yes No specify state(s): _____

NOTE: You must supply trunks between your operator services switch and all of the CenturyLink operator service switches in the LATA you are requesting the service.

REFERENCE SHEET C

REGIONAL/LOCAL, NATIONAL, INTERNATIONAL DIRECTORY ASSISTANCE

Indicate if entries below represent: New Add Change Disconnect

Calling Pattern	1+NPA-555-1212		
Trunk Group Type	Directory Assistance Only Trunk Group Number: International DA Trunk Group		
Type Of Signaling	Operator Services Signaling (OSS) Yes <input type="checkbox"/> No <input type="checkbox"/>	Equal Access Operator Services with double digit ANI Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Feature Group D Direct Connect Yes <input type="checkbox"/> No <input type="checkbox"/>	Signaling System 7 (SS7) Yes <input type="checkbox"/> No <input type="checkbox"/>	Release to Pivot Yes <input type="checkbox"/> No <input type="checkbox"/>
Volumes	What are your monthly call volumes?		

BRANDING

"Call Branding" announces CenturyLink's name, your name (carrier specific), or generic name on the front and back end of the Directory Assistance Call. A choice for both front and back end branding should be made by placing an X in the appropriate box.

Options	Front End	Back End	Options	Front End	Back End
Directory Assistance			CenturyLink		
Local and National Directory Assistance		NA	Customized (Your Company Name)		

Your Local Telephone Company	NA				
DIRECTORY ASSISTANCE WITH CALL COMPLETION LINK					
Release to Pivot Box <input type="checkbox"/>					
Hairpin Box <input type="checkbox"/>					
INTERNATIONAL DIRECTORY ASSISTANCE					
What is the 8XX or 700 number that your end-user must dial to access this service?					

CENTURYLINK SERVICE MANAGER INFORMATION		
<i>Section completed by your CenturyLink Service Manager</i>		
Name:	Telephone Number:	Fax Number:
Date:	Due Date:	FOC Commitment: