CenturyLink Bill Media Guide

CenturyLink Bill Media Guide Introduction

The Bill Media Guide is applicable to the respective CenturyLink billing systems listed below. The Bill Media Guide also provides information on completing the Bill Media Form.

CABS and Ensemble Billing Systems:

- This guide provides the media option information:
    - Online PDF invoice options
    - Electronic Delivery of CABS and Ensemble invoices
    - Detail Usage Files (DUF records)

IABS Billing System:

- IABS Billing System will convert to CABS Billing System no earlier than May 30, 2016. This guide describes the media options available for the delivery of the IABS BANS upon conversion to the CABS Billing system.
- IXC/Wireless/CLECS will continue to utilize the Questionnaire, or by contacting the billing/Service Delivery Center (SDC) for Bill Media requests/changes for existing IABS, CRIS or DUF billing. For the purposes of identifying a Bill Media selection for the IABS to CABS conversion the Bill Media Form (IABS) will be used to document those requests and/or to initiate new electronic file transfer connections.
- CRIS billing will not be changing as part of the conversion.
- DUF file distribution will not be changing as part of the conversion.

Bill Media Form:

- Bill Media Form_v 05 06 15.xls – Legacy CenturyLink requests, including electronic file transfer options
- Bill Media Form_Online PDF_CABS Ensemble v 06 02 15.xls: this form is to request only online PDF invoices for either CABS or Ensemble billing including monthly email notification
- Bill Media Form IABS_v 06 02 15.xls: this form would be utilized for customers requiring a new CenturyLink electronic file connection to receive CABS BANS as a result of the IABS to CABS conversion.
- Completed Forms should be submitted to the email address found in the upper left corner of the Bill Media Form.

Table of Contents

- Page 4 - Bill Media Form – information and instructions

- Page 11 - Electronic File Transfer Options

- Page 15 - Online Invoice Options

- Page 22 - IABS to CABS Conversion

Bill Media Form – information and instructions

Bill Media Form – First TAB information & description

The **Bill Media Form** should be completed for all New Media Requests and Subsequent Media Changes. Customers completing the form, should rename the form with its business name, for example: "CarrierCustomerName_Bill Media Form_Date.xls"

New Media Requests: The Bill Media Form is used for both Invoice Media and/or Usage File Media (DUF Files or CDRs). The request should be noted, along with customer information on the First TAB; the Second/Third TABs should be completed with the necessary information for the receipt of invoice files or usage files to be sent via an electronic connection, such as SFTP-SSH or FTPS-SSL or other available options.

Media Changes: The Bill Media Form should be completed for any change to the current media; including; billing address changes, adding or changing a billing vendor, or vendor information; change from paper invoice to electronic file connectivity; or changes in the electronic options for Protocol or File names, etc. or changes to contact information. Also, the Media Form should be updated when adding new states of operation which may result in the addition of a new BAN or usage file request.

Bill Media Form: There are several Tabs within the Bill Media Form document.

(1) **Media Request Form**: please indicate or check appropriate boxes for the new/change request; also include all company and/or vendor address and billing information. Please add comments in the information boxes to state the new/change request.

(2) **Invoice Electronic Media**: complete this TAB for all electronic file transfer requests; invoices (CABS and/or Ensemble) will be sent electronically to either a connection between our companies or a Vendor when requested.

(3) **Usage Electronic Media**: complete this TAB for all requests to receive Usage files (DUF) Detail Usage Files aka CDRs. EMI format

(4) **ACNA, OCN, BAN List**: should be completed with customer information.

5

Bill Media Form – First TAB for On-Line Bill Media Options

Customers may view PDF invoices on-line. The first TAB (1) Media Request Form, should be completed for access to on-line invoices.

CABS E-Bill: Must be requested by completing the Bill Media Form and providing a PDL Email address. A Password will be provided before an invoice can be viewed or downloaded at http://cabsebill.CenturyLink.com. CABS E-Bill monthly Email notifications will be sent when invoice available on-line.

Ensemble MyAccount: Upon receipt of the new Ensemble BAN, customers may access www.CenturyLink.com/MyAccount and enroll into My Account. If noted on this form customers may also receive and Email notification when the invoice is available.

23	***Please list ACNAs, OCN, BANS being added or changed on the 4th TAB: ACNA, OCN, BAN List
24	**Invoice Media Options**
25, 26, 27	A Primary Media option must be selected. When Electronic File Transfer Media is selected it will be considered Primary Media. Should a Secondary Media of Paper be selected, a Secondary Media Charge will be applicable.

CABS Billing System:
FCC: Specials and Switched Billing. Also includes Legacy EQ UNE products & services

Ensemble Billing System:
Local Services, Resale CLEC products and legacy CTEL UNE products and services

☐ **Electronic File Transfer** (Please complete Tab 2) ▼

☐ **Electronic File Transfer** (Please complete Tab 2) ▼

☐ CABS Paper Invoice: Primary (Default Media)
☐ CABS Paper Invoice: Seconday (in addition to EFT)

☐ Ensemble Paper Invoice: Primary (Default Media)
☐ Ensemble Paper Invoice: Seconday (in addition to EFT)

ON-LINE INVOICES AVAILABLE: PDF format for CABS and Ensemble

CABS E-Bill ⇒ ☐ CABS E-Bill On-Line (PDF:Bill Image & CSR)
Please Provide EMAIL for notification of invoice availability

☐ Ensemble- MyAccount - OnLine-Bill View ⇐ **Ensemble MyAccount**
Please Provide EMAIL for notification of invoice availability

A Public Distribution List (PDL) or Microsoft:Global Address List EMAIL is Preferred
i.e.; billing@yourcompany.com

(1) Media Request Form / (2) Invoice Electronic Media / (3) Usage Electronic Media / (4) ACNA, OCN, BAN List

Bill Media Form – TABS:(2)Invoice Electronic and (3) Usage Electronic Describe options available

Electronic File Transfer Options: Customers have several options to receive invoices electronically, including but not limited to SFTP-SSH, FTPS-SSL, Connect: Direct, etc. The various protocols are found on the second and third tabs: (2) Invoice Electronic Media and (3) Usage Electronic Media. There is a separate tab for Invoice and Usage file requests, for instances when invoice files may be delivered to one location and usage files to another. The Invoice and Usage Media tabs, also request vendor information if applicable, customer's IP address information, and the type of file and file format requested.

Push/Pull: external company will log onto a "mailbox" and pull or push a file from/to CenturyLink. Please provide an email address or group PDL if you would like to receive email notification that your file/files are available.

Connect Direct - VPN / Circuit
FTPS - SSL Autoflow Delivery
FTPS - SSL Manual Push / Pull
SFTP - SSH Autoflow Delivery
SFTP - SSH Manual Push / Pull
HTTPS
AS2

Autoflow Delivery: CenturyLink will automatically transmit file/files to the external company's system.

Windows/Mainframe/UNIX: Please indicate the type of system your company utilizes. IP address, please ensure this information is noted.

Customers System Type - Windows, Mainframe, UNIX. Also Provide Your IP Address
Email Notice When File Available? Provide Email

Bill Media Form –

Billing system and available Invoice File Formats (copy & paste from table on form)

Invoice File Format Options
Ensemble - EDI-811 wrapped
Ensemble - EDI-811 unwrapped
CABS - BOS BDT
CABS - BOS Image
CABS - BOS BDT & Image (.zip)

Sample for completing the following information on the (2) Invoice Electronic Media tab:

Invoice File Format Requested (See Table Above and Copy/Paste)	Change (C) to Current or New (N) Setup	Customer Node or ID/Mailbox Name	Customer's Dataset Names with Directory/Path if Applicable
CABS - BOS BDT & Image (.zip) (Sample)	New (Sample)	ABCDEF (Sample)	ctlcabs.cy**.date.time (Sample)
Ensemble - EDI-811 wrapped (Sample)	New (Sample)	ABCDEF (Sample)	ctledi.date.time (Sample)

8

Usage Media File Requests: All usage files are sent in EMI format. Fixed/Variable options for the type of file requested should be selected and noted on the form. Customer should also indicate frequency: Daily/Weekly/Monthly files.

CATXX Description
CAT01 or CAT10 (Header/Trailer 2024)
Billable records, including intrastate/intraLATA toll and Opr/DA
CAT10 (Header/Trailer 2024)
Billable records, including intrastate/intraLATA toll and Opr/DA
CAT11 Access Records (Header/Trailer 2021)
All Access Records Originating and Terminating (MTS/800)
CAT11 UNE-P Access Records (Header 2024/Trailer 2024)
All Access Records Originating and Terminating (MTS/800)
CAT11 Interconnection & Transit (Header/Trailer 2021)
Terminating interconnection usage, local or intraLATA
CAT11 Access Records (Header/Trailer 2021)
Originating 800 (when CTL performs 800DB Query) and All Terminating IXC Access

Bill Media Form –

Billing system and available Usage File Formats (copy & paste from table on form)

Usage File Format Options (Copy/paste selection to File Type)	
Resale - Rated CAT01 - Fixed 175	LWS (UNE-P) CAT10 - Fixed 175
Resale - Rated CAT01 - Fixed 210	LWS (UNE-P) CAT10 - Fixed 210
Resale - Rated CAT01 - Fixed 360	LWS (UNE-P) CAT10 - Fixed 360
Resale - Rated CAT01 - Variable	LWS (UNE-P) CAT10 - Variable
Resale- Unrated CAT10 - Fixed 175	LWS (UNE-P) CAT11 Access - Fixed 210
Resale - Unrated CAT10 - Fixed 210	Facility-Interconnection & Transit CAT11- Fixed 210
Resale - Unrated CAT10 - Fixed 360	Facility - CAT11 Access - Fixed 210
Resale - Unrated CAT10 - Variable	IntraLATA

Usage File Format Requested (See Table Above and Copy/Paste)	Change (C) to Current or New (N) Setup	Customer Node or ID/Mailbox Name
Resale - Rated CAT01 - Fixed 175 (Sample)	New (Sample)	ABCDEF (Sample)

Customer's Dataset Names with Directory/Path if Applicable	Customer Run Task/Trigger If Applicable	Frequency Options are - Weekly - Daily - Monthly
ctltoll.date.time (Sample)		Weekly (Sample)

Electronic File Transfer Options

Electronic File Transfer (EFT) Options:

- **SFTP-SSH, FTPS-SSL**
    - Electronic mailboxes may be established for secure FTP-SSH or SSL for Carriers preferring to drive the FTP sessions. FTP client software is required.
    - FTP Clients can be utilized to list, pull or push files to the mailbox
    - Email notification of files is available upon delivery, upon receipt of files or when a delivery is unsuccessful
    - Auto-delivery of files is available to Carriers with Secure FTP servers
- **HTTPS** (Hypertext Transfer Protocol Secure) is a widely used communications protocol for secure communication over a computer network, with especially wide deployment on the Internet. Technically, it is not a protocol in itself; rather, it is the result of simply layering the Hypertext Transfer Protocol (HTTP) on top of the SSL/TLS protocol, thus adding the security capabilities of SSL/TLS to standard HTTP communications.
- **AS2** (Applicability Standard 2) is the RFC standard (RFC 4130) that enables vendor applications to communicate EDI or other business-to-business data (such as XML) over the Internet using HTTP, a standard used by the World Wide Web. Usually vendor software is needed to do this and to guarantee that AS2 software will work properly it should be certified by the Drummond Group.
    - (http://www.drummondgroup.com/index.php/b2b-certified-products/certified-products/as2)

- **Connect:Direct or FTP with VPN**
    - A VPN (Virtual Private Network) is a site-to-site connection that allows secure internet connectivity for data transmission in an encrypted manner. A VPN is required for Connect:Direct and some FTP secure options.

- **All Electronic File Transfer options require software from an outside vendor. CenturyLink does not endorse or recommend one type of software over another. All issues regarding support of vendor software should be discussed with the applicable software vendor.**

- **A conference call, including applicable technical contacts for both CenturyLink and the Carrier will be scheduled to discuss the EFT process and any additional requirements that may be needed.**

Billing Systems and Data File Format for CABS Invoices

CenturyLink Billing Systems dictate the type of Data File Format that will be transmitted for Invoice Requests.

CABS Billing System: BOS BDT; Bill Image; BOS BDT & Bill Image .zip
Wholesale services including FCC Special/Switched services and *legacy EMBARQ CLEC UNE* services are an example of the services billed today in the CABS Billing System. The data transmission files are available in BOS BDT file format. Additional file format options include a Bill Image File and/or a combination .zip file that includes both a BOS BDT file and the Bill Image File.

Please note, both CABS/Ensemble electronic data files will require some type of reader or program to review the data files.

Effective 3rd Quarter 2015 (Date TBD): the legacy EMBARQ UNE Loop (DS0/Linesharing), Directory and LWS Commercial Products (UNE-P) will transition to the Ensemble Billing System.

Ensemble Billing System: CenturyLink.com/MyAccount or EDI811 for Electronic File Transfer
All Resale CLEC services and legacy CenturyTel UNE services are an example of the services billed in the Ensemble Billing System. The Ensemble Billing System is a retail billing system that allows the customer to obtain/review invoices on-line through www.CenturyLink.com/MyAccount. The customer has the ability to also request and download various reports associated with the Ensemble invoice. Wholesale customers may call the NEAC at 800-578-8169 for assistance with setting up MyAccount.

EDI 811: All electronic file requests for Ensemble invoices will be sent in EDI 811 version 4010 file format, wrapped or unwrapped. EDI is a structured transmission of data between organizations by electronic means. It is used to transfer electronic documents from one computer system to another. The transaction of preference is the ANSI X12 811 Transaction Set. The 811 transaction set is defined by the national EDI standards setting committee called ANSI X12. The 811 transaction set is hierarchically structured and designed to provide sufficient data organization flexibility. The EDI 811 file is delivered electronically via Secure FTP or Connect direct. Use of a commercially available EDI 811 translator is encouraged. Another option is contracting with a Telecom Expense Management provider to process the EDI 811 to your specifications. A EDI 811 Guide is available with further record layout detail.

Please note, both CABS/Ensemble electronic data files will require some type of reader or program to review the data files.

Online Invoice Options

CABS invoices – CABS E-Bill

Resale/UNE invoices – www.CenturyLink.com/MyAccount

CABS Invoices Online: CABS E-Bill

CABS E-Bill must be requested by completing a Bill Media Form (first TAB) prior to accessing the website. Upon receipt of the Bill Media Form a Password will be sent to the Username (Email address) on the Form.

CABS E-Bill website: http://cabsebill.CenturyLink.com
- Username (Email Address):
- Password (Initial):

<u>The user name is the Email address provided for notices, a temporary password will be provided upon set up, PLEASE ensure that the Password is reset/changed from the one initially provided.</u>

CABS E-Bill includes the following in PDF format:
- Invoice image
- CSR (Customer Service Record) image
- Remittance Document image

CABS E-Bill additional information:
- CABS E-Bill requires a distribution list or group email for notification
- The first CABS E-Bill invoice will be available the following month of the initial request.   An email will be sent when the first invoice is available.
- Monthly email notifications will be sent thereafter when invoices are available.
- 17 month rolling history of CABS E-Bill PDF invoices; history begins accumulating with the initial invoice
- New CABS BANS – each CABS BAN to be accessed online will require notification to CenturyLink and an updated Bill Media Form, listing the BANS

http://cabsebill.centurylink.com

Screen Shot of Login Page for CABS E-Bill
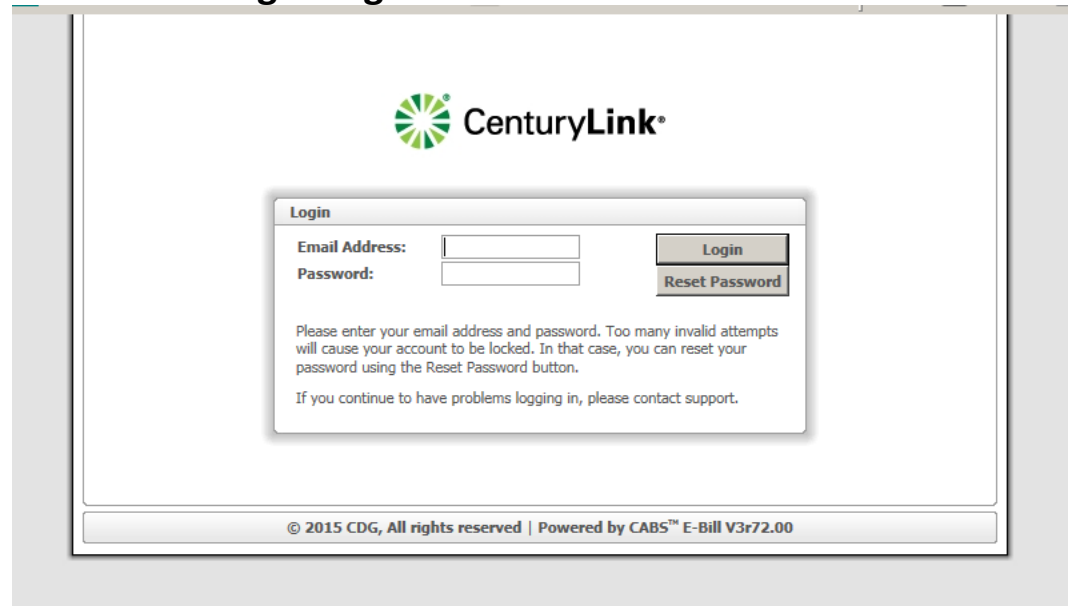
The following is a screen shot of the information when accessing the CABS E-Bill:

Resale CLEC Services (and UNE, Directory & LWS in 3rd Quarter 2015 (date TDB)) may access a PDF copy of the invoice on-line at CenturyLink.com/MyAccount

MyAccount Online Bill
CLECs may view Ensemble invoices online by signing up for "MyAccount" at www.CenturyLink.com/MyAccount.   CLECs may request assistance with MyAccount by contacting the NEAC at 800-578-8169

CLECS may choose MyAccount as a Primary Bill Media for Ensemble BANS, eliminating the need for a paper invoice

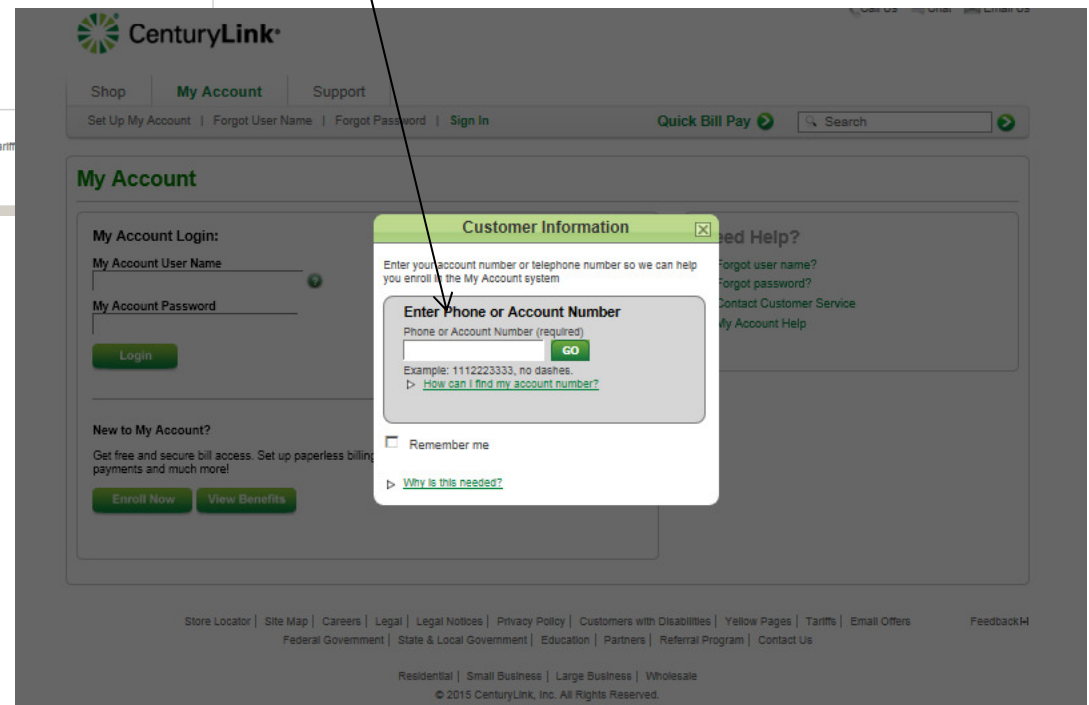CLEC Resale invoices available online at MyAccount

CLEC UNE DS0/LineSharing/LWS Commercial (UNE-P) ~ these products will convert to the Ensemble billing system 2nd/ 3rd quarter 2015 and will also be available online at MyAccount
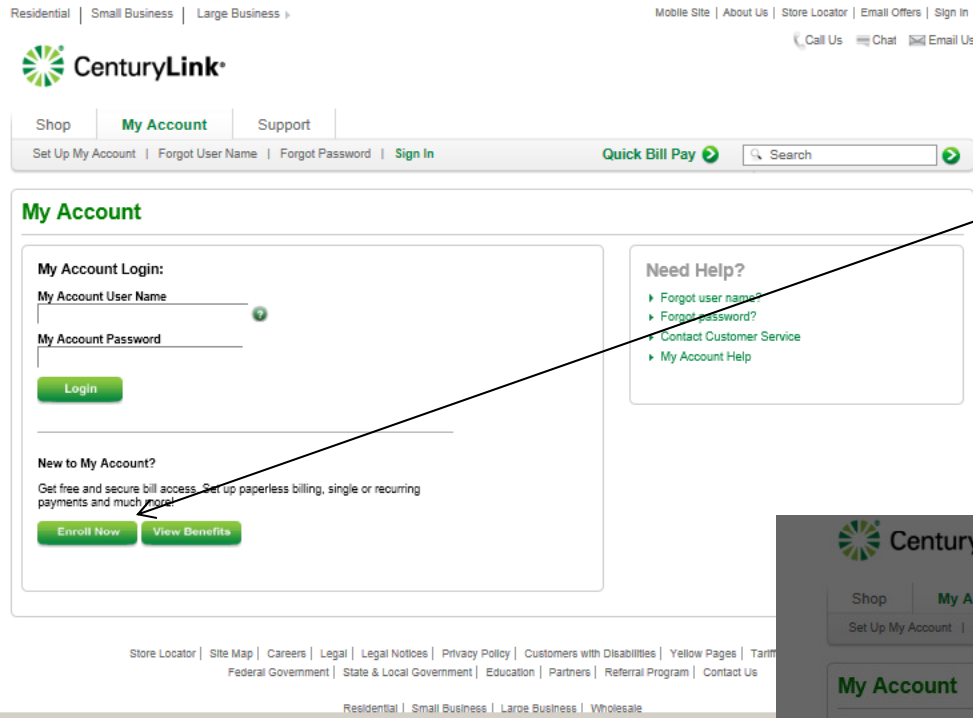
www.CenturyLink.com/MyAccount

Initial page, for new set up select Enroll Now

Second page, enter Ensemble BAN

MyAccount – Ensemble Reports Available

1. **Invoice Detail Report** - Invoice Detail Report presents the monthly invoice in CSV format. Only runs after bill cycle

2. **Account Activity Report** - The Account Activity Report provides a list of last months service order activity including any associated charges and credits. Only runs after bill cycle

3. **Taxes and Surcharges Report** - The Taxes and Surcharges Report details all invoiced taxes and surcharges. Only runs after bill cycle

4. **Customer Service Record** - The Customer Service Record report provides information on all products and services billed on a monthly recurring basis. If requested today will run in batch process at night and be available tomorrow.

5. **Product Detail Report** - The Product Report presents all monthly recurring charges sorted by product type. If requested today will run in batch process at night and be available tomorrow.

6. **Primary Interexchange Carrier (PIC) Report** - Primary Interexchange Carrier Report will identify the InterLata and IntraLata carrier assigned to each individual line on the account. If requested today will run in batch process at night and be available tomorrow.

MyAccount Online Bill

CLECs may view invoices online by signing up for "MyAccount" at www.CenturyLink.com/MyAccount.

CLECs may request assistance with MyAccount by contacting the NEAC at 800-578-8169.

IABS to CABS Conversion
Targeted for 2016

IABS to CABS Conversion Target 2QTR 2016

IABS billing system is targeted to convert to the CABS billing system no earlier than May 30, 2016.

Bill Media Options Available:

All Bill Media Options described in this Bill Media Guide will be available with regard to CABS billing including:

1. Electronic File Transfer – See TAB 10
2. CABS E-Bill online PDF invoices – See TAB 14
3. Paper

The QPID (WEBDATA/WEBIMAPGE) delivery option will no longer be available; customers currently accessing their invoices via QPID are required to select one of the Bill Media Options listed above.

For the IABS to CABS Conversion, the "Bill Media Form (IABS)", may be used for media selections that will be in effect when the conversion is complete. The IABS to CABs bill media form should be completed and sent to CenturylinkBillMediaForm@centurylink.com

Questions?

This Bill Media Form should be completed for legacy CenturyLink (EMBARQ & CenturyTel) invoice and usage file media requests and/or changes.

Questions regarding the completion of the form may be referred to the email addresses on the Form for distribution.

All new requests for Electronic File Connections will require a conference call with each companies subject matter experts, including IT Network or Technical contacts.