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

**Commercial DS0 Loop Facility - General Information - V14.0**

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150330/HL_Coml_DS0_General_Info_V14.doc)

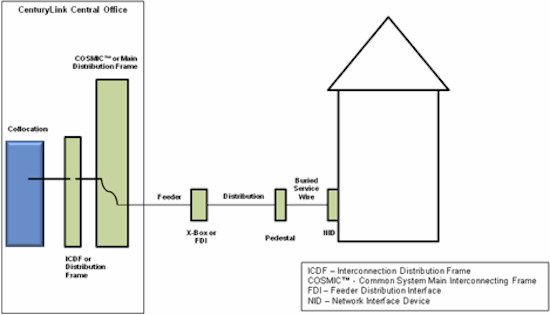
**Product Description**

The Commercial DS0 Loop Facility is a facility or transmission path between the Distribution Frame or equivalent in the CenturyLink Central Office (CO) and the loop Demarcation Point at the end-user premises. The 'Demarcation Point' is defined as the point where CenturyLink ownership of facilities ceases and Competitive Local Exchange Carrier (CLEC), end-user, owner or landlord ownership of facilities begins. The Commercial DS0 Loop Facility includes all features, functions and capabilities of the transmission facilities with the exception of Digital Subscriber Line Access Multiplexer (DSLAM), owned by CenturyLink, between a CenturyLink CO and the loop Demarcation Point at the end-user premises. The Commercial DS0 Loop Facility provides a transmission path that is a point-to-point configuration. You gain access to the Commercial DS0 Loop Facility at the CenturyLink CO through the establishment of a collocation arrangement. Information for collocation is available in [Collocation - General Information](https://www.centurylink.com/wholesale/pcat/collocation.html). Your Commercial DS0 Loop Facility Agreement determines the structure, pricing and guidelines for the Commercial DS0 Loop Facility.

The Commercial DS0 Loop Facility family of products consists of:

* [2-Wire or 4-Wire Analog (Voice Grade) Loop](https://www.centurylink.com/wholesale/pcat/unloop24wireanalogvoice.html)
  + 2-Wire or 4-Wire Analog (Voice Grade) Loops are further defined as:
    - 2-Wire analog interfaces supporting loop start signaling
    - 2-Wire analog interfaces supporting ground-start signaling
    - 2-Wire analog interfaces supporting reverse battery with loop closure by end-user
    - 2-Wire analog interfaces supporting reverse battery by end-user
    - 2-Wire analog interfaces with no signaling functions provided by CenturyLink
    - 4-Wire analog interfaces with no signaling functions provided by CenturyLink. The associated transmission channel will use separate transmit and receive paths.
* [2-Wire or 4-Wire Non-Loaded Loop](https://www.centurylink.com/wholesale/pcat/unloop24wirenonload.html)
  + The Non-Loaded 2-Wire or 4-Wire loop has the following characteristics:
    - Metallic facilities only, no carrier segments
    - No Load Coils or build out capacitance, may have limited amount of remaining Bridged Taps
    - Loop may be comprised of mixed gauges of cable
    - Transmission characteristics of the two pairs making up the 4-wire facility may not be identical
* [Asymmetric Digital Subscriber Line (ADSL) Compatible Loop](https://www.centurylink.com/wholesale/pcat/unloopadslcompatloop.html)
  + ADSL Compatible Loop is provided with the following characteristics:
    - Metallic, Exchange cable facilities without CenturyLink active or passive equipment
    - Facilities without Load Coils or Build out Capacitance
    - Possibility of mixed gauges of cable
    - Facilities that may have limited amounts of remaining Bridged Tap
* [Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) Capable Loop](https://www.centurylink.com/wholesale/pcat/unloopisdnbricaploop.html)
  + ISDN BRI Capable Loop is typically provided in one of the following configurations:
    - Non-Loaded metallic loop that is technically qualified for ISDN BRI transmission without the need for additional equipment.
    - A combination of a long, non-loaded metallic loop and a mid-span repeater and power unit referred to as Extension Technology.
    - A combination of Universal Mode Subscriber Loop Carrier (SLC) channels and qualified Non-Loaded metallic Loop.
* [2-Wire or 4-Wire Non-Loaded Loop](https://www.centurylink.com/wholesale/pcat/unloop24wirenonload.html)
  + The xDSL-I Capable Loop is typically provided in one of the following configurations:
    - A non-loaded metallic loop technically qualified for xDSL-I transmission without the need for additional equipment
    - A combination of a long non-loaded metallic loop, a mid-span regenerator and a CO power unit referred to as Extension Technology.
    - A combination of Universal Mode Subscriber Loop Carrier (SLC) channels and qualified non-loaded metallic loop.

**Product Diagram**



**Availability**

The Commercial DS0 Loop Facility is available where facilities exist in 9 Wire Centers in the Omaha, Nebraska Metropolitan Statistical Area. Omaha Forbearance Wire Centers are described at [CenturyLink Non-Impaired Wired Center Lists for Loops and Dedicated Transport](https://www.centurylink.com/wholesale/clecs/nta.html#nonimp). Additionally, the 2-Wire or 4Wire Non-Loaded Loop and ADSL Compatible Loop are not available on Fiber to the Building (FTTB) or Fiber to the Premise (FTTP) facilities.

**Terms and Conditions**

The Commercial DS0 Loop Facility product offerings are provided where existing facilities are available.

The Commercial DS0 Loop Facility services that extend to designated high voltage (HV) environments are required to have high voltage protection (HVP). HVP devices may be provided by you, the end user, or may be requested from CenturyLink. General High Voltage Protection activities are described in [High Voltage Protection](https://www.centurylink.com/wholesale/pcat/hivoltprotect.html).

**Technical Publications**

Technical characteristics, including Network Channel/Network Channel Interface (NC/NCI) codes are described in Technical Publication, [Interconnection - Unbundled Loop 77348, 77348](http://qwest.centurylink.com/techpub/77384/77384.pdf).

Collocation information, as it applies to the Commercial DS0 Loop Facility product family, is located in Technical Publication, [Interconnection and Collocation for transport and Switched Unbundled Network Elements and Finished Services, 77386 as a PDF](http://qwest.centurylink.com/techpub/77368/77368.pdf).

**Pricing**

**Rate Structure**

Recurring charges are comprised of the following:

* Interconnection Tie Pair (ITP)
* The Commercial DS0 Loop Facility

Recurring charges are billed on a month-to-month basis.

Non-Recurring charges are comprised of the following:

* Installation Option chosen

Nonrecurring charges are billed at the time service is rendered. A nonrecurring charge applies to the installation of service(s) and in some states a disconnect service(s) charge will apply.

Additional charges that can apply include:

* Conditioning
* Miscellaneous Elements

Miscellaneous charges assessed may include, but are not limited to, Due Date Changes; Design Changes; Time and Materials; and Maintenance of Service. Premises work will not be performed by CenturyLink technicians on these facilities.

One-month minimum billing, contract termination liability and associated contract charges for the product from the loop converted will apply.

Information regarding your rates is available in Exhibit A of your Commercial DS0 Loop Facility Agreement.

**Rates**

Wholesale rates for this product or service, including tariff references and any applicable discounts, are provided in your current Interconnection, Resale, Commercial, or other governing agreement.

**Tariffs, Regulations and Policies**

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

**Optional Features**

Extension Technology is the physical placement of range extension devices, CO powering or regenerator(s), either at the CO or in the Outside Plant (OSP) facilities within the CenturyLink network. Extension Technology may be required in order to bring the circuit to the specifications necessary to accommodate the requested service. If the Circuit Design requires Extension Technology, to bring it up to the design standards, it will be added by CenturyLink, at no charge. Extension Technology can also be requested with ISDN BRI or xDSL-I Capable Loop Facility to meet your specific needs. If Extension Technology is requested by the CLEC, but is not required to meet the technical standards, then CenturyLink will provide the requested Extension Technology and will charge the CLEC as indicated in your Interconnection Agreement. You may use the CenturyLink loop qualification tools to determine if Extension Technology is required.

Extension Technology consists of one or a combination of the following components and may require additional equipment:

* CO based loop extension cards
* CO based and/or mid-span repeaters
* Higher bandwidth Universal Mode SLC with remote terminals

Extension Technology is not available if any of the following conditions exist on the loop:

* Pair gain, either Universal or Integrated
* Basic Rate Interface Transmission Extension (BRITE) cards

Provisions for Extension Technology are in your Interconnection Agreement. If you do not have provisions for Extension Technology, and you would like to initiate the process for an amendment, refer to the [Negotiations Template Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html) or contact your [Account Team / Sales Executives and Service Managers](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

**Features/Benefits**

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Market Presence | Allows you to provide Local Exchange service to your end-users |
| Low Cost | Allows you to lease facilities from CenturyLink at low rates |

**Applications**

See Features/Benefits

**Implementation**

**Product Prerequisites**

If you are a new CLEC and are ready to do business with CenturyLink, view [Getting Started as a Facility-Based CLEC](https://www.centurylink.com/wholesale/clecs/clec_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or New Customer Questionnaire, additional information is located in the [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

**Pre-Ordering**

**Loop Qualification**

The EASE-LSR Users Guide together with the Loop Qualification and Raw Loop Data and CLEC Job Aid details the information applicable to pre-ordering functions.

Loop qualification queries should be used prior to submitting a service request. Use of the queries can greatly reduce service request rejects by ensuring the types of facilities requests are available prior to placing a service request. The query will enable you to verify the type of facility and physical characteristics of the facility. Based on the physical characteristics you can determine if the facility needs to be conditioned, (the removal of load coils or excessive bridged taps - for DSL Capable Loops), which will assist you in identifying the appropriate service request intervals, as described in the [Commercial Service Interval Guide (SIG)](https://www.centurylink.com/wholesale/guides/sig/index.html).

Some of these queries are available in EASE-LSR and others are web based. The qualification queries provide you with access to physical characteristics of the CenturyLink Facility from CenturyLink databases. This is the same underlying data that CenturyLink utilizes for its retail product offerings.

* The queries are for informational purposes only and do not restrict or imply that your service will or will not work on a given facility. This determination is your responsibility.
* As mentioned, the physical characteristics provided are based on CenturyLink's plant facility database. If you encounter any inaccuracies in the information, please contact your [Account Team / Sales Executives and Service Managers](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

EASE-LSR qualification queries are:

* Loop Qualification Query
* Raw Loop Data (RLD) Query
* Plain Old Telephone Service (POTS) Conversion to Unbundled Loop Query (submenu under Check Facility Availability)
* ISDN Facility Availability Query (submenu under Check Facility Availability)

Wed based qualification queries are:

* Wire Center RLD
* Fiber Data Reports

For web based queries, contact your CenturyLink Service Manager to request an ID, which will be required to obtain the Digital Certificate required for access to the Wire Center RLD and the Fiber Data Reports. You will need to provide the names and telephone of each staff member that will be accessing the query. After your CenturyLink Service Manager has notified you that the necessary access permissions have been established, and provided you with your ID, you may then initiate the [Digital Certification process](http://ecom.centurylink.com/).

Information about the EASE-LSR based loop qualification queries are available in the [EASE-LSR User's Guide](https://ease.lumen.com/) or the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html). The [EASE-LSR Loop Qualification and Raw Loop Data-CLEC Job Aid](https://www.centurylink.com/wholesale/training/desc_loopqualjobaid.html) is a web-based training course designed to provide valuable information and instructions on how to use and interpret EASE-LSR-based loop qualification queries and the raw loop data queries.

The [Fiber Loop Qualification Report Users Guide](https://www.centurylink.com/wholesale/loopfiberinventory.html) provides you with instructions on how to use this query.

The Loop Qualification Query can be accessed via EASE-LSR to pre-qualify for CenturyLink Commercial Broadband Services, Unbundled Local Loop and ADSL. If the end-user's telephone number is a Port-Within telephone number also known as a Location Ported telephone number, you must use the address to perform an ADSL qualification. Information regarding the Loop Qualification query is described in the [EASE-LSR User's Guide](https://ease.lumen.com/) and the [Loop Qualification and Raw Loop Data-CLEC Job Aid](https://www.centurylink.com/wholesale/training/desc_loopqualjobaid.html).

**Border Towns**

Border town characteristics, including a NPA/NXX matrix are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Border town cities are physically located and tariffed in one state with service provided from a central office located in a different state. The recurring and non-recurring rates for each border town are based on the tariffs of the state where the service is physically located. Taxes are also based on the end user's physical location, not the serving Central Office.

For the Commercial DS0 Loop Facility accounts, the SBN/MAN number, Summary BAN, Geographic Deaveraging Rate Zone and Exchange Code (Eastern) will be assigned using the END USER State data. The STN (Eastern) and Circuit ID will be assigned using the serving central office State data.

Exceptions occur where a tariff specifically addresses a city by name or by NPA/NXX. In these exception cases, the tariff is the final source of authority for determination of recurring and non-recurring charges as well as late payment charges.

**Ordering**

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Upon completion of construction or augmentation of your [Collocation](https://www.centurylink.com/wholesale/pcat/collocation.html#pro), CenturyLink provides you with an Alternate Point of Termination (APOT) form. The APOT form will provide you with the specific Collocation terminations at the ICDF frame or the frame where the service terminates. This is your Connecting Facilities Assignment (CFA) information, which you will need when submitting a service request.

The Commercial DS0 Loop Facility and the Commercial DS0 Loop Facility with LNP requests require a facility between the serving wire center and the end-user.

**Unbundled Local Loop Installation Options**

Six installation options are available for the Commercial DS0 Loop Facility. The following is information regarding each of the provisioning installation options:

Basic Installation -

Available for a new or existing Commercial DS0 Loop Facility. For an existing end-user, the basic installation option is the 'lift and lay' procedure. In this scenario the CenturyLink technician 'lifts' the loop from its current termination and 'lays' it on a new termination connecting to the CLEC. For new end-user service, the basic installation option involves CenturyLink Technicians to complete the circuit wiring and conduct the performance tests to ensure the circuit meets the required parameter. Test results are not provided to the CLEC.

Basic is assumed unless Coordinated Hot Cut (CHC) and Appointment Time (APPTIME) fields are populated.

Basic Installation with Performance Testing \* -

Available for new or existing Commercial DS0 Loop Facility. For an existing end-user, the 'lift' and 'lay' process is performed. In addition performance testing is done to ensure the circuit meets the required parameters limits. Test results are provided to your designated contact verbally during close-out activities of the order on the due date. For new end-user service, this option requires a dispatch to the end-user premises. The CenturyLink Technician will complete the circuit wiring and conduct performance tests to ensure the circuit meets the required parameter limits. The test results are provided to your designated contact verbally during close-out activities of the order on the due date. LSR entries include a 'N' or blank in the 'CHC' field and the 'TEST' field contains an 'A' for performance testing.

Basic Installation with Cooperative Testing \* -

Available for a new or existing Commercial DS0 Loop Facility. For an existing end-user, the 'lift' and 'lay' process described above is performed. Your designated contact is contacted on the due date to perform loop back acceptance test, accept the loop and exchange demarcation information. Test results are provided verbally during close-out activities of the order on the due date. For new end-user service, this option requires a dispatch to the end-users premises. The CenturyLink Technician will complete the circuit wiring and conduct the performance tests to ensure the circuit meets the required parameter limits. Your designated contact is contacted on the due date to perform loop back acceptance test and any other Cooperative tests requested by the CLEC, accept the loop and exchange demarcation information. The test results are provided verbally during close-out activities of the order on the due date. Additional Cooperative Tests not already part of the current rate element will be billed via the Miscellaneous Elements Section of your Exhibit A.

LSR entries include a 'N' or blank in the 'CHC' field and the 'TEST' field contains an 'I' for cooperative testing.

Coordinated Installation with Cooperative Testing \*,\*\* -

Available for a new or existing Commercial DS0 Loop Facility. The service request submitted must designate a specific 'Appointment Time' for the cooperative testing to occur.

For an existing end-user, the 'lift' and 'lay' process is performed, on the due date, at the designated 'Appointment Time', the CenturyLink Technician will contact your designated contact to ensure that you are ready for the installation, at which time the work is initiated, and the required performance test conducted. Additional tests requested by you are also performed at this time. The test results are provided verbally during close-out activities of the order on the due date. If you are not ready within thirty (30) minutes of the scheduled appointment time, you must re-schedule the installation by submitting a supplemental service request for a new Due Date and appointment time. If CenturyLink is not ready within thirty (30) minutes of the scheduled appointment time, CenturyLink will waive the nonrecurring charge for the installation option, you and CenturyLink will attempt to set a new appointment for the same day. If CenturyLink fails to perform cooperative testing due to CenturyLink's fault, CenturyLink will waive the nonrecurring charge for the installation option. If you still desire cooperative testing, you and CenturyLink will attempt to set a new appointment time on the same day and, if unable to do so, CenturyLink will issue a jeopardy notice and a FOC with a new Due Date.

For new end-user service, this option requires a dispatch to the end-user premises. On the due date, at the designated 'Appointment Time' the CenturyLink Technician will contact your designated contact to ensure that you are ready for the installation, at which time the installation work is initiated and the required performance test conducted. Additional tests requested are also performed at this time. The test results are provided verbally during close-out activities of the order on the due date. When this option is selected with 25 or more Commercial DS0 Loop Facilities, the parameters for the Project Coordinated Installation will apply. Additional information is located in the Project Coordinated Installation option below.

LSR entries include a 'Y' in the 'CHC' field, 'APPTIME' and Desired Frame Due Time (DFDT) fields populated with the same time in military format and 'TEST' field contains a 'B' for cooperative testing.

Coordinated Installation without Cooperative Testing \*\* -

Available for a new or existing Commercial DS0 Loop Facility. The service request submitted must designate a specific 'Appointment Time' to coordinate the conversion activity.

For an existing end-user, the 'lift' and 'lay' process is performed, on the due date, at the designated 'Appointment Time'; the CenturyLink Technician will notify you that the conversion activity is beginning. Your designated contact will be notified by the technician once the 'lift' and 'lay process is completed. Performance test results are not provided. If you are not ready within thirty (30) minutes of the scheduled appointment time, then you must reschedule the installation by submitting a supplemental service request. If CenturyLink is not ready within thirty (30) minutes of the scheduled appointment time, CenturyLink will waive the nonrecurring charge for the installation option. You and CenturyLink will attempt to set a new appointment time on the same day and, if unable to do so, CenturyLink will issue a jeopardy notice and a FOC with a new Due Date.

For new end-user service, a dispatch may be required to tie-down the new circuit at the end-user premises. On the due date, at the designated 'Appointment Time', after the circuit is in place, the CenturyLink Technician will contact you to ensure that you are ready for the installation. The work will be initiated and the required performance tests conducted. Performance test results are not provided to the CLEC, your designated contact is notified when the installation is complete. When this option is selected with 25 or more Commercial DS0 Loop Facilities, the parameters for the Project Coordinated Installation will apply. Additional information is located in the Project Coordinated Installation option below.

LSR entries include a 'Y' in the 'CHC' field, 'APPTIME' and 'DFDT' fields populated with the same time in military format and 'TEST' field contains a 'N' for no cooperative testing required.

Project Coordinated Installation \*\* -

Available for new or existing Commercial DS0 Loop Facilities. The Project Coordinated Installation allows a coordinated installation for Commercial DS0 Loop Facilities with or without LNP, 25 or more Commercial DS0 Loop Facilities. The Project Coordinated Installation Option is available with the Coordinated Installation with Cooperative Testing or the Coordinated Installation without Testing. The service request submitted must designate a specific 'Appointment Time' to coordinate the conversion activity. All Projects are to be directed by the CLEC to the CenturyLink Service Manager for Project Coordination.

All requests are processed on a first come, first served basis and are subject to CenturyLink's ability to meet a reasonable demand. CenturyLink will schedule the appropriate number of employees based on the scale and scope of the project based on the information you provided. If you requested Project Coordinated Installation with LNP and the LNP Managed Cut conversion is not successful; you and CenturyLink will jointly isolate and fix the problem in a timeframe agreeable with you and your end-user. If the problem cannot be resolved within an acceptable timeframe, you may request the restoral of CenturyLink service for the ported customer. CenturyLink will ensure that any LNP order activity requested in conjunction with an Unbundled Local Loop Project Coordinated Installation will be implemented in a manner that avoids interrupting service to the end-user, ensuring that the end-user's current loop will not be disconnected prior to confirmation from you that the loop has been successfully installed.

LSR entries: 'Y' in the 'CHC' field, 'APPTIME' and 'DFDT' fields populated with the same time in military format and 'Y' in the Manual Indicator (IND) field. Remarks section of the LSR must indicate 'Project Coordinated Installation'

**Performance Testing**

Performance testing available on 2-Wire or 4-Wire Analog (Voice Grade) Loops includes:

* Opens, Grounds, Shorts, Noise, or Foreign Volts
* Insertion Loss at 1004 Hertz (Hz)
* Attenuation Distortion
* Automatic Number Identification (ANI) when dial-tone is present prior to conversion of a CenturyLink circuit to a CLEC circuit.

Performance testing available on the 2-Wire or 4-Wire Non-Loaded Capable Loop includes:

* No Load Coils, Opens, Grounds, Shorts, Noise, or Foreign Volts
* Insertion Loss at 1004 Hertz (Hz)

Performance testing available on ADSL Compatible Loop includes:

* No Load Coils, Opens, Grounds, Shorts, Noise, or Foreign Volts
* Insertion Loss at 1004 Hertz (Hz)

Performance testing available on ISDN BRI Capable Loop includes:

* No Load Coils, Opens, Grounds, Shorts, Noise, or Foreign Volts
* Insertion Loss at 40 Kilohertz (kHz)
* Automatic Number Identification (ANI) when dial tone is present prior to conversion of a CenturyLink circuit to a CLEC

Performance testing available on the xDSL-I Capable Loop includes:

* No Load Coils, Opens, Grounds, Shorts, Noise, or Foreign Volts
* Insertion Loss at 40 kilohertz (kHz)
* Automatic Number Identification (ANI) when dial-tone is present prior to conversion of a CenturyLink circuit to a CLEC

**Circuit ID (ECCKT)**

Commercial DSO Loop service requests are identified by using Common Language Circuit Identification. The CLCI is in Serial Number format and is provided to you on your FOC. Once the Circuit Identification is assigned, all subsequent requests must carry the Circuit Identification in the ECCKT field of the LSR. See [Commercial DSO Loop - Circuit ID (ECCKT)](https://www.centurylink.com/wholesale/downloads/2012/120210/CommercialDS0Loop-CircuitID_02-10-12.doc) for more information.

**Conditioning**

Conditioning is defined as the removal of Load Coils and Interfering Bridged Tap from DSL Capable facilities. (Interfering Bridged Tap is defined as any amount of Bridged Tap that would cause loss at the end-user location to exceed the amount of loss allowable by the ANSI Standards.) Some services may require CenturyLink to condition facilities (remove Load Coils and Interfering Bridged Tap) in order to provision the type of service you requested. See [Commercial DS0 Loop Conditioning](https://www.centurylink.com/wholesale/downloads/2012/120210/CommercialDS0Loop-Line_Conditioning_02-10-12.doc)

**Re-Use of Facilities**

Re-use of facilities is a CenturyLink priority. Facilities are re-used when an existing end-user is migrated to a CLEC, either from CenturyLink or another CLEC, as long as the loop qualifies for the requested service and both providers are located in the same Serving Wire Center. See [Commercial DS0 Loop - Re-Use Facilities](https://www.centurylink.com/wholesale/downloads/2012/120210/CommercialDS0_Re_Use_of_Facilities_02-10-12.doc) for an ordering scenario and more information.

**Service Request Scenarios**

Listed below is a service request scenarios for Commercial DS0 Loop, additional scenarios may apply:

[Commercial DS0 loop Facility Ordering](https://www.centurylink.com/wholesale/downloads/2012/120210/CommercialDS0_CAOrdering_02-10-12.doc)

**Required Forms and LSR Activity Types**

The Commercial DS0 Loop Facility service requests are submitted using the following Local Service Ordering Guidelines (LSOG) forms:

* Local Service Request (LSR)
* End User (EU)
* Loop Service (LS)
* Loop Service with Number Port (LSNP)
* Directory Listings (DL)

Filed entry requirements are located in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

Valid LSR ACT types are:

* C = Change
* D = Disconnect
* N = New Installation
* M = Inside move - Network Interface Device (NID) move
* T = Outside Move
* V = Conversion as specified
* Z = Conversion as specified with no directory listing change is only applicable with Unbundled Local Loop with LNP

Valid REQTYP is AB unless the request involves LNP; then the REQTYP is BB.

Some of the more common information required on Unbundled Local Loop LSR request includes the following information:

* Valid Network Channel (NC) and Network Channel Interface (NCI) codes
* CFA
* Installation Option
* Desired Due Date
* Secondary Location Information
* Contact Information

A Design Layout Record (DLR) request is described in the EASE-LSR XML Network Disclosure Document or the [EASE-LSR User's Guide](https://ease.lumen.com/).

As indicated in the Optional Features Section above, you can request Extension Technology to meet your specific needs for your ISDN or x-DSL-I Capable Loop Facility. To request Extension Technology be applied to a loop, you will need to supply the following information on the LSR:

* MANUAL IND field with `Y', which will ensure manual handling
* DSPTCH field with 'Y'

In the Remarks section of the LSR you will need to request Extension Technology be applied. For more information about Extension Technology, refer to the Optional Features section.

Product specific Commercial DS0 Loop Facilities ordering information is available by clicking on the appropriate product hyperlink located in the [Product Description](https://www.centurylink.com/wholesale/pcat/unloop.html#prod) section.

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Facility Specifications**

NC/NCI (Network Channel/Network Channel Interface Codes are used to determine the specifications of the facility you are ordering. Each unique combination sends a different set of instructions to CenturyLink technicians. NC/NCI codes for provisioning are available in the Technical Publication, [Interconnection - Unbundled Loop 77348, 77348 as PDF](http://qwest.centurylink.com/techpub/77384/77384.pdf).

**Facility Availability**

When you submit a request for a Commercial DS0 Loop Facility the standard assignment process may include both mechanized and manual processes. Requests that can be provisioned over copper facilities use the mechanized assignment process. The following Facility Processes are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html):

* Facility Assignment Process -
  + Manual Steps Required for Copper Facility Assignment Process - Manual steps required for Copper Facility Assignment process for DS0 level services used by CenturyLink to assure consistent handling of DS0 service orders that cannot be automatically processed.

If cable capacity is available, CenturyLink will complete any necessary incremental facility work to provide complete facilities to the end-user premises. This work includes but is not limited to, placement of a drop, addition of a NID at the end-user demarcation point, addition of cards to an existing Subscriber Loop Carrier Systems at the CO and Remote Terminal, addition of CO Tie Pairs, and addition of Field Cross Jumpers.

If no facilities are available to meet the parameters required for your requested service, CenturyLink will look for an existing engineering job order that could fill your service request in the future. If an engineering job order is identified, CenturyLink will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your service request. For more information see the [Availability](https://www.centurylink.com/wholesale/pcat/commdsoloopfac.html#avail) section.

If the service request involves a 2-Wire or 4-Wire Analog (Voice Grade) Unbundled Local Loop, and the loop is considered primary service the normal assignment process described above will be followed in its entirety. If no facilities are available, and there is No Planned Engineering Job, an engineering job order will be initiated to ensure delivery of the primary service to the end-user. CenturyLink will construct facilities for the 2-Wire or 4-Wire Analog (Voice Grade) loop that are in alignment with its Eligible Telecommunications Carrier (ETC) obligations to provide basic local exchange service in the retail markets.

**Jeopardies**

A jeopardy on a service order request results if a condition exists that threatens timely completion of the request. Jeopardy notifications are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Testing**

Specific Performance Testing is conducted to ensure that a circuit meets the required parameters and objectives of the requested loop type. Performance tests are conducted based on the Commercial DS0 Loop Facility product being converted to or installed. Product information is available on each product by selecting the product hyperlinks included in the Product Description (Anchor to the Product Description section of this PCAT). Performance information is located in the Technical Publication, [Interconnection - Unbundled Loop PDF, 77384](http://qwest.centurylink.com/techpub/77384/77384.pdf). Additional information can be found in the Installation Options in the [Ordering](https://www.centurylink.com/wholesale/pcat/commdsoloopfac.html#order) section.

**Account Activity Reporting**

CenturyLink is responsible for notifying you of any activity associated with your account. This includes transfers of your end-users to other Local Exchange Carriers and order completion on requests you have submitted. Loss and Completion Reports are generated based on loss and gain account activity. Information regarding completion notification, including Loss and Completion Reports, is described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

**Spectrum Management**

Spectrum Management is the administration of outside loop plant to assure spectral compatibility for services and technologies that use pairs in the same cable. In general, spectrum compatibility refers to the ability of loop technology to operate and reside in the same or adjacent binder groups without causing an unacceptable degradation of service from the end-user's perspective. Spectrum Management process applies to digital loops, (e.g., xDSL Loops).

* 2-Wire or 4-Wire Non-Loaded Loop
* ADSL Compatible Loop
* ISDN BRI Capable Loop
* xDSL-I Capable Loop

The NC/NCI codes submitted on your LSR describe the type of technology, fitting within a Power Spectral Density (PSD) mask. These codes will provide CenturyLink with the technical parameters at which the newly deployed or changed technology will operate. Detailed information is available on each product by selecting the product hyperlinks included in the Product Description section. The NC/NCI codes are specified in the Technical Publication, [Interconnection - Unbundled Loop](http://qwest.centurylink.com/techpub/77384/77384.pdf), 77348.

* CenturyLink will treat NC/NCI code information provided by you as proprietary information. This proprietary information will be used for Spectrum Management administration purposes only. The PSD mask on all loops, within a binder group, will be disclosed only if trouble or interference occurs on the end-user's xDSL-I loop.
* If trouble or interference, found by either you or CenturyLink, is degrading the performance of other advanced services or traditional voice band services, the carrier experiencing the interference will notify the causing carrier. When notified of the problem, the causing carrier, given reasonable opportunity to correct the problem, shall promptly take action to bring its facilities/technology into compliance with industry standards.
* If a carrier's end-user experiences interference problems, CenturyLink will provide binder group information to you within 48 hours, after receiving a trouble resolution request. In the trouble isolation process, you will need to test the pairs in the binder group and identify the spectrum class causing the problem. Once isolated, CenturyLink will then provide you with names of the carriers and the spectrum classes in the affected binder group.
* If you are unable to isolate trouble to a specific pair within the binder group, CenturyLink, upon receipt of a trouble resolution request, will perform a main frame pair by pair analysis and provide results within five business days. Contact your CenturyLink Service Manager regarding your request.
* CenturyLink will not have the authority to unilaterally resolve any dispute over spectral interference among carriers.
* CenturyLink shall not disconnect carrier services to resolve a spectral interference dispute, except when voluntarily undertaken by the interfering carrier or CenturyLink is ordered to do so by a state commission or other authorized dispute resolution body.
* The Federal Communications Commission (FCC) has designated that within the CenturyLink network there are "known disturbers," such as T1 Transport and CenturyLink will spectrum manage "disturber" technology as required by FCC rules.

**Constructions Plans**

CenturyLink Outside Plant (OSP) and Interoffice (IOF) engineering jobs may be viewed in the ICONN database. For specific details and instructions see the Tariffs, Regulations and Policies Section of the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Upgrades of Interoffice Facilities may allow copper interoffice facilities to be redesigned as available for loop facilities. When copper interoffice facilities become available, these copper loop facilities will be available as spare for you to use as unbundled local loops to your end-users. This spare copper will be indicated as spare facilities in the [Raw Loop Data (RLD) Tool](https://www.centurylink.com/wholesale/pcat/unloop.html#loop).

**Service Intervals**

The due date interval for Commercial DS0 Loop Facility depends on the type of loop that is being installed. Service and FOC intervals are available in the Commercial [SIG](https://www.centurylink.com/wholesale/guides/sig/index.html).

If the requested installation interval specified is less than the standard interval, your request will be processed with the intervals found in the Commercial SIG. If you requested an installation interval that is greater than or equal to the standard interval, the requested installation interval will be assigned.

**Hours of Operation**

CenturyLink normal hours of operations are 8:00 AM to 5:00 PM, Monday through Friday, excluding CenturyLink Holidays. Installations requested outside of the normal operating hours are considered to be Out of Hours Installations. All Out of Hours installations require a coordinated installation option as defined in the [Ordering](https://www.centurylink.com/wholesale/pcat/commdsoloopfac.html#order) section. Contact your [CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for information regarding this process. Out of Hours rates are assessed for this service. These rates appear in Exhibit A or the specific rate sheet in your Commercial DS0 Loop Facility Agreement.

CenturyLink technicians do not provide service past the Demarcation Point at the end-user premises on Commercial DS0 Loop Facilities.

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

Trouble isolation and testing is a joint process. You are responsible for testing and providing trouble isolation results prior to submitting a trouble report to CenturyLink. As part of this trouble isolation, testing from the far end of the loop (NID) is your responsibility (this includes assurance that the end-user Customer Provided Equipment (CPE) and inside wiring is free of trouble). If you elect not to perform trouble isolation testing, CenturyLink will offer you the option of performing testing on your behalf. If you request the testing, CenturyLink will perform the optional testing for you and include the test results in the trouble report. The test results will be provided to you either verbally or electronically. You will be billed for the optional testing.

If you do not provide test results when attempting to submit a trouble report and elect not to have CenturyLink perform the optional testing on your behalf, CenturyLink will not have enough information to open a valid ticket and therefore will not open a ticket. You will need to obtain testing information prior to CenturyLink accepting and issuing a valid trouble report.

The following examples of trouble reporting and charge assessment could result:

* You have performed trouble testing and provided the test results to CenturyLink. CenturyLink will assess the test results that you provided and dispatch a technician to conduct the repair work. If the trouble is found to be in the CenturyLink network, CenturyLink will repair and close the ticket with you, no charges will apply for the work activity. If the trouble was found to be in your network, CenturyLink will notify you and, if authorized by you, dispatch and repair. A Maintenance of Service charge will be assessed.
* You have not performed trouble testing on the end-user's circuit. CenturyLink will offer you the option of having CenturyLink conduct the testing on your behalf at a charge. If you choose to have CenturyLink conduct the testing, CenturyLink will conduct the test and assess the results. CenturyLink will contact you with results stating that the trouble is in your network or in the CenturyLink network. If the trouble is found to be in your network and you authorize a dispatch, a charge will apply for both the optional testing and for any Maintenance of Service charges resulting from CenturyLink trouble resolution activity. However, if the circuit is on Pair Gain or like equipment which you or CenturyLink cannot test through, and you advise CenturyLink of this, CenturyLink will not assess optional testing charges. If the trouble is found to be in the CenturyLink network, CenturyLink will dispatch a technician to conduct the repair work and close the ticket with you. No Maintenance of Service charges will apply for repair of the trouble on CenturyLink's side of the network; however a charge will be assessed for the optional testing.
* You have not performed trouble testing on the end-user's circuit. CenturyLink will offer to test the circuit for you. If you decline this option, CenturyLink will not have enough testing information to warrant the issuance of a valid repair ticket. You will need to perform trouble testing on your end-user's circuit and call CenturyLink with the testing information.

When reporting a trouble report, you will need to provide test results, analysis of the testing and trouble isolation performed. The information must reasonably demonstrate that the trouble is not in your network.

At a minimum the information contained in a trouble report must define:

* Information reflecting the results of testing and isolation
* Test results
* Analysis of your fact-finding (Is the trouble isolated to the CenturyLink network?).
* If the circuit is on Pair Gain

Examples of acceptable test results:

* You report: "Line is testing hard short tip-ring."
* Circuit is on Pair Gain.
* You report: "End-user has no dial tone, tested at CLEC and CenturyLink Point of Interface (POI), have 15v of foreign battery on CenturyLink side".
* You report: "Open out, no voltage, tip to ground = 0."

Examples of unacceptable test results:

* You report: "No dial tone".
* You report: "Not Working".

Charges could also apply if, at your request, CenturyLink performs the optional additional testing which results in a dispatch of a CenturyLink technician and isolates the trouble within your network. In this instance the applicable charge will be assessed.

Your representative, who authorized CenturyLink to perform the optional testing, will be documented and upon billing inquiry, the representative's name and telephone number will be provided to you by CenturyLink.

**Billing**

~~Customer Records and Information System (CRIS) billing is described in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html). Ensemble is the new billing system for customers. For questions about the bill, please follow the instructions on the reverse side of each billing statement.

The Ensemble bill is described in [Billing Information – Ensemble](https://www.centurylink.com/wholesale/clecs/ensemble.html).

**Training**

View available CenturyLink courses in the  ~~Course~~[Training Catalog](http://lxdenvmap422.qintra.com:50000/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

This section is being compiled based on your feedback

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