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

## Resale - Customer Incentive Program - V18.0

[History Log](https://www.centurylink.com/wholesale/downloads/2015/150406/HL_Resale_Cust_Incentive_Program_V18.doc)

### Description

The Customer Incentive Program is a tariff offering that allows you to request waivers of certain recurring and non-recurring charges for products and/or services you purchase from CenturyLink for resale. This program allows you to target potential new and existing end users to induce the establishment or retention (product save) of existing services of those customers.

The Customer Incentive Program allows your customers to be offered only one of the following:

* A waiver of an amount up to 100% of the current nonrecurring charge(s)
* A waiver of up to three months of the recurring charge(s)
* A waiver of an amount up to 100% of the current nonrecurring charge(s) and up to three months of the recurring charge(s)

The amount waived for Resellers is equal to the Tariffs/Catalogs/Price Lists rate minus your Wholesale discount found in Exhibit A of your Interconnection Agreement. For example: if the non-recurring charge is $25.00, and your wholesale discount is 17%, the amount you are billed is $20.75. This is the waived amount you will receive if you are participating in the Customer Incentive program.

You may receive the full amount permitted in number 3 above (three months recurring and 100% non-recurring), depending upon the applicable tariff or state program. In addition, you are not required to fashion your Customer Incentive Programs to match CenturyLink's Retail offers or timing of offers. CenturyLink has the option of offering merchandise or modifying its offers under the tariff, not to exceed the full amount permitted in number 3 above, without sending additional notices to you. No further wholesale discount is provided on the maximum monetary waiver.

Residence and business customers may be provided with an incentive offer under this program no more than once in any two-year period. In retention situations, the Company may provide an incentive no more than once with respect to any particular service or feature.

The waived amount(s) appear in the form of a credit(s) on your bill. Waiver amounts are calculated on the first month's nonrecurring charge(s) and recurring monthly charge(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly charge(s).

### Availability

The Customer Incentive Program is not available in all states. Additional availability information can be located in the FCC or state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

#### Terms and Conditions

Your business end-users who receive Customer Incentive Program credits are required to remain with you for a minimum of one year. If the end user terminates their service before the end of the year requirement, you will be billed all of the non-recurring and recurring charge(s) previously waived under this program.

Additional availability information can be located in located in the FCC or state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

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### Pricing

#### Rates

Rates and/or applicable discounts are available in Exhibit A or the specific rate sheet in your Interconnection Agreement.

The waiving of monthly recurring charges and certain non-recurring charges under the Customer Incentive Program will be calculated at the same discounted rates CenturyLink charges you as specified in Exhibit A or the specific rate sheet in your Interconnection Agreement.

#### Tariffs, Regulations and Policies

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

### Implementation

#### 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) or the [Getting Started as a Reseller](https://www.centurylink.com/wholesale/clecs/reseller_index.html). If you are an existing CLEC wishing to amend your Interconnection Agreement or your New Customer Questionnaire, you can find additional information in [Interconnection Agreement](https://www.centurylink.com/wholesale/clecs/negotiations.html).

#### Ordering

To participate in the Customer Incentive Program, submit a complete and accurate [CenturyLink Customer Incentive Program Waiver of Charges Request Form](https://www.centurylink.com/wholesale/downloads/2012/120113/DNLD_cust_incentive_form_01_13_2012.doc) for each account for which you are requesting a waiver of charges.

CenturyLink requires you to submit the Customer Incentive Program Waiver of Charges Request Form the same day you issue your LSR to convert or install a new or returning customer to your service. Waiver of Charges Request forms received after the date the LSR is received by CenturyLink will not be processed. For Product Save requests, the Customer Incentive Program Waiver of Charges Request Form must be submitted no later than the next business day following the date the product was saved by you.

If your order activity takes place around the time of your Bill Close, the Customer Incentive Program waivers may not appear until your next bill.

Once your request has been received and validated, you will be advised, via fax or email, within 30 calendar days, that your request has been accepted or rejected. If your request has been accepted, any amounts due you are applied to your Summary bill.

If the request has been rejected, the Competitive Response/Competitive Inquiry Request form is returned to you, via fax or email and the reason for rejection is included.

#### Billing

~~Customer Incentive Program waivers are applied as a credit to the appropriate Summary bill as the product and/or service is billed. Credits appear on the CRIS Summary Bill. More information on the CRIS Summary Bill is available in~~[~~Billing Information - Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)~~.~~ Now billing is conducted through Ensemble. For questions about your bill, please follow the instructions on the reverse side of your bill.

The Ensemble bill is described in [Billing Information – Ensemble](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ensemble.html).

Questions regarding billing should be directed to your CenturyLink Service Delivery Coordinator (SDC). If the CenturyLink SDC cannot resolve your issue, you can submit a written dispute, following the Dispute and Claim process outlined in [Billing Information - Dispute Process](https://www.centurylink.com/wholesale/clecs/billdisputeprocess.html).

### Training

**Local CenturyLink 101: "Doing Business with CenturyLink"**

* This introductory Web-based training course is designed to teach the Local CLEC and Reseller how to do business with CenturyLink. It will provide a general overview of products and services, CenturyLink billing and support systems, processes for submitting service requests, reports, and web resource access information.[~~Click here to learn more about this course and to register~~](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)~~.~~  [Click here to learn more about this Training](https://www.centurylink.com/wholesale/training/wbt_desc_lq101.html)

View additional CenturyLink courses by clicking on ~~Course~~[Training Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

### Contacts

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html) or [Account Team / Sales Executives & CenturyLink Service Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html).

### Frequently Asked Questions (FAQs)

**1. Does the waiver of charges appear as a "lump-sum"?**  
No. In all eligible states the waiver of non-recurring and recurring charges will appear over a period of one to three months based on the length of the offer.

**2. Will I see my first month’s waiver of charges on my next bill?**  
Not necessarily.  If you submit your request near your bill close, the order to add the waiver of charges USOC to the account may not post in time to make that bill.  If you don’t see the waiver of charges on that first bill, wait until the next bill before you contact your CenturyLink Billing SDC.

**3. Are there products, services, or charges that are not eligible for waiver of charges?**  
Yes.  Charges such as partial month’s charges, taxes, surcharges, CenturyLink High-Speed Internet™, Long distance (PIC and LPIC) change charges, Customer Transfer Charge (CTC) charges, CALC charges, Integrated Services Digital Network (ISDN) Primary Rate Service (PRS), and Long Distance are not eligible for the Customer Incentive Program.

**4. Will I receive** **Customer Incentive waiver of charges if my customer disconnects before the first bill is rendered?**  
No. Customer Incentive charges are not waived if you do not retain the customer for the required minimum period of time.

**5. Will I receive Customer Incentive waiver of charges if my customers account is disconnected at the time my waiver request is received and processed?**  
No. You will not receive the Customer Incentive waiver of charges if the account is disconnected at the time your request is processed by CenturyLink.

**6. Can this promotion/program be combined with another program being offered?**  
CenturyLink may prohibit use of this program in conjunction with another offer being marketed by CenturyLink or the CenturyLink affiliate as allowed by tariffs.

**Last Update:** April 6, 2015

**Last Reviewed:** March 14, 2024