

# Fiber + IP Connection Customer Information

Thank you for your order! We appreciate your business!

In order to ensure a smooth implementation of your new services, the following information is provided to help you understand what actions will be taken by CenturyLink and your responsibilities in the implementation process. As your Project Coordinator, I will be your point of contact throughout the installation process and will keep you updated on progress and next steps. Anytime you have questions or concerns regarding the implementation of your service, please don't hesitate to contact me. I look forward to serving you!

IMPLEMENTATION TIMELINE			
Action Required	Timeline*	Responsible Party	
		CenturyLink	Customer
Customer Places Order	Day 1	X	X
CenturyLink Coordinates Plan for Internal Resources	Days 1 - 10	X	
CenturyLink Hosts Implementation Planning Call with the Customer	Days 8 - 13	X	
Customer Notifies Building Manager of Install, Shares this document, and communicates requirements for cabling clear path, space and power.	Days 11 - 14		X
Site Survey, Planning and Engineering of the service requirements for your location	Days 15 - 35	X	
Property Owner Signoff on Site Survey and Building Entrance Agreement	Days 20 - 35		X
Fiber Optic Cabling Construction	Days 36 - 75	X	
Customer or Building Manager Completes Requirements for Clear Cabling Path, Space and Power	Days 36 - 75		X
Extend Wiring to Suite Telco Room, Equipment Installation, Service Activation	Days 75 – 90	X	
Customer Acceptance of Service	Days 75 – 90		X
<i>*Timelines are approximations</i>			

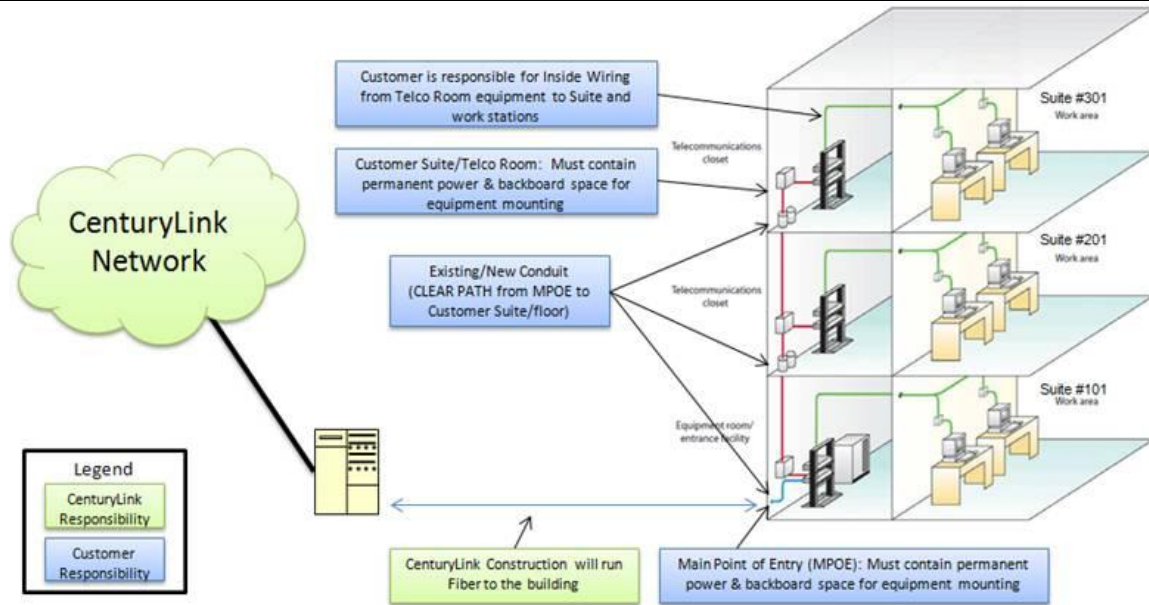
## CUSTOMER RESPONSIBILITY:

This section is a general overview of customer responsibilities. As referenced below, we will perform a site survey to provide you and the property manager/owner with specific requirements for your location.

- Please notify your building manager of this upcoming install to ensure their awareness.
- A clear path, as shown in the below visual diagram, from the building's Main Point of Entry (MPOE) to your suite/floor's telco/phone room is required. A clear path is typically established with conduit, to include pull tape, which allows for the cable extensions within the building. We may or may not be able to use the existing conduit for various reasons such as full capacity or private ownership. Please address this with your building manager to ensure a clear path is available.
- You will also need to ensure you have permanent power, and available space for mounting the equipment in the building MPOE as well as your suite/telco room.
- If you have ordered voice services and will be porting existing telephone numbers, see Telephone Number Porting section below for customer responsibilities.

Your Project Coordinator is available to help you with any questions about these responsibilities. The visual diagram below provides a visual representation of these customer requirements.

## Visual Diagram of Installation



## DETAILED DESCRIPTION OF IMPLEMENTATION STEPS, BILLING & SUPPORT

**ORDER PROCESSING & IMPLEMENTATION PLANNING:** (Typical Time Frame: 8 - 13 days) Once your contract is signed and received and all the necessary paperwork and forms are submitted to generate the required work order, we will contact you to discuss your order and review the timelines for the delivery of your service, as well as ensure you know who your Project Coordinator is and how to contact them.

**SITE SURVEY & PLANNING:** (Typical Time Frame: 21 days)

The first step will be evaluating your site and the surrounding area to determine what will be needed to provide the service. During this time a CenturyLink Field Engineer will schedule an appointment with you and the property manager/owner to lay out detailed requirements of the build including Main Point of Entry location and other details specific to the build. Any final questions regarding responsibilities will be addressed at this time. A Building Entrance agreement with the Property Owner must be signed before any construction activities can begin.

**CONSTRUCTION:** (Typical Time Frame: 39 days)

Following approval of the site survey, we will begin construction and pulling the fiber into the building's Main Point of Entry (MPOE). During this time it may be common to see CenturyLink technicians outside digging for the fiber pull and installation to the building. During this time the customer/property manager will also be completing any necessary site requirements for clear cabling path and MPOE/Telco room preparation.

Possible delays during construction:

- Permits – for the construction that is required on city property, it is mandatory that we work with local officials to get appropriate permits for construction/maintenance.
- Moratorium – Some city centers will not allow for work to be completed during specific timeframes that coincide with local fairs, events, etc.
- Frozen Ground – for solutions in areas with colder climates, we may be delayed during winter months due to ground being frozen or our inability to bore in temperatures less than 32 degrees.

**INSTALLATION AND ACCEPTANCE:** (Typical Time Frame: 15 days)

Once the construction is complete, we will schedule a technician to extend the wiring from the Main Point of Entry (MPOE) to your suite/floor's telco/phone room. They will also install the equipment, which we will ship to you prior to scheduling this. Please ensure the equipment is readily available for the technician and that you have space and permanent power available in the area you want us to install the equipment. Once the technician has completed the installation, they will perform testing and activation of the service.

Billing for this service commences five days following the date service is first made available to the customer or the date the service is first utilized, whichever occurs first. Service performance issues should be reported before the commencement of billing. The first bill will be prorated based on the effective billing date. Please note that some services will bill in advance.

Billing questions should be directed to CenturyLink Customer Care at 1-800-860-1020. Disputes will be considered for credit if reported within 90 days from the date of the invoice.

If you experience any technical service issues after activation, please call our repair team at: 1-800-524-5249. Access is available 24 hours a day, 7 days a week.

**TELEPHONE NUMBER PORTING:** If your order includes voice services and porting of your existing telephone numbers over to your new service, we will contact you to identify the date that this activity will occur. There are 3 critical activities we will work with on to prepare for telephone number porting:

1. Customer must provide Letter of Agency (LOA) that authorizes your phone numbers to be ported to the new service. The LOA includes the following:
  - Exact customer name on service record with your current carrier
  - Current carrier's company name
  - Current Billing Telephone Number (BTN)
  - Service Address
  - Billing Address (if different than Service Address)
  - List of telephone numbers (TN's) being ported
  - Customer signature dated within 60 days of porting date
2. Validation of current carrier TN's in service
  - If your current carrier is not CenturyLink, to ensure the number porting goes smoothly, you will need to request a copy of your Customer Service Record (CSR) from your current carrier. This will allow us to validate the completeness and accuracy of your porting order.
  - If your current carrier is CenturyLink, we can pull your CSR as long as we have received the LOA in the previous step.
3. Technical Staff or Equipment Vendor
  - You will need your equipment technician/vendor onsite during the scheduled porting appointment to complete any punch down work and the testing of all phones for proper working status.

The start of service date and commencement of billing will not depend on completion of porting or activation of the voice component of service.

**CONTROL CENTER INFORMATION**

Control Center® is a free, secure, self-service web portal that provides access to critical tools enabling easy, safe and fast management of invoices, bill payment, communications and trouble reporting. Control Center can be accessed at:

<https://www.centurylink.com/business/login/>

If you have questions or needs regarding Control Center, please contact our Business Applications Help Desk at 1-877-726-6875.