

CenturyLink™

**Control Center
User Guide**

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CenturyLink™ *Anti-Slamming*
Policy

No sales representative may sign a Letter of Agency (LOA) on a customer's behalf.

The signature on the LOA must be that of the party authorized to make the Primary Interexchange Carrier (PIC) change.

CenturyLink will take whatever actions are necessary to protect against slamming including, without limitation, termination of employment or, where applicable, the sales agent relationship and enforcement of all applicable legal rights and remedies.

Manual Purpose, Audience, and History

Manual Purpose

Welcome to the Control Center User Guide. This user guide is designed to provide you with the following information:

- A general overview of the structure, navigation, modules, online help and functions (including Home, Products, eBilling, Ordering, Repair, Administration and Remote Control modules) of the Control Center system.
 - Detailed instructions on how to utilize the modules of the Control Center system.
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Audience

This manual is for resellers and carriers of CenturyLink™ Wholesale services who are responsible for managing accounts and service components. The manual assumes that:

- You are comfortable using computer applications and understand the basic user interface of your computer. If not, you should consult the user manual for your computer and its operating system.
 - You are familiar with the World Wide Web and Internet applications.
 - You have a certified browser.
 - You have a username and password with the appropriate permissions.
 - You have a strong understanding of your accounts for products and services provided by CenturyLink including: Asynchronous Transfer Mode (ATM), Dedicated Hosting, Dedicated Internet Access (DIA), Frame Relay, Toll Free, Wholesale Dial and Long Distance(LD). If not, please contact the Wholesale National Service Delivery Center at 1-800-291-7707 or 303-664-7309.
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What is Control Center?

Control Center is a proprietary on-line web-based (secured) application that provides instant access and management control over a broad range of CenturyLink products and services including:

- Asynchronous Transfer Mode (ATM)
 - Dedicated Hosting
 - Dedicated Internet Access(DIA)
 - Frame Relay
 - Toll Free
 - Long Distance (LD)
 - Billing Services
 - Configuration Management
 - Inventory Status
 - Network Management
 - Repair Management
 - Reporting Tools
 - Statistics
 - Seamless access to Remote Control
 - And much more!
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Support and Service

Support for Control Center issues is available Monday through Friday 8:00am to 5:00pm (all time zones) by contacting the Wholesale National Customer Care center at 1-800-291-7707 or 303-664-7309 for International customers.

- For after hours non-emergency issues, please leave a voicemail message with the Customer Care center.
- For after hours emergency issues, please contact the CenturyLink Helpdesk at 1-888-796-9102 or 720-348-6846 (option 2). Support is available from 7am to 12am EST.

For specific questions regarding your CenturyLink service agreement, products or services should be referred to your Service Manager.

Document History

The table below provides the revisions and release dates for this document.

Version	Release Date	Author	Description
1.0	04/28/06	Patricia Hickman	First Publication
2.0	09/15/06	Patricia Hickman	Release 2.0
3.0	12/04/06	Patricia Hickman	Release 3.0 – changes to Repair functionality
3.1	12/11/06	Patricia Hickman	Release 3.1 – updated support information
4.0	01/12/07	Patricia Hickman	Release 4.0 – Home Page Redesign details
4.1	03/22/07	Patricia Hickman	Release 4.1 – SSP March Release 2007
4.2	08/10/07	Chris Jesch	Release 4.2 – SSP August Release 2007
4.3	05/11/2009	Chris Jesch	New Qcontrol 5.0 – SSP May Release 2009

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