



Order Process Management Plan

Price Quotes

E-mail request for price quotes can be sent to the CenturyLink TEX-AN-NG mailbox, Account Manager, Sales Engineer, or Account Consultant. These price quotes will be provided in a timely manner back to DIR or its customers.

Standard Intervals

1. *Order Acknowledgement (OA)*: Account Consultant will acknowledge an order within 2 business days.
2. *Order Confirmation (OC)*: An order confirmation will be sent out within 2 business days of the order acknowledgement.
3. *Firm Order Confirmation (FOC)*: Firm Order Confirmation notices from the LEC within 7 to 10 business days of an order being entered into the provisioning system. CenturyLink provisioning will escalate the issue with the LEC if it is taking too long for an FOC to be returned to
4. *Order Completion Notice*

CenturyLink will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process.

For IQ and dedicated LD services, the due date intervals are as follows:

DS1: 22 business days

DS3: 45 calendar days

OC3: 45 calendar days

Oc12: 60 calendar days

Ethernet circuit: 90 calendar days

IPToll Free - 45 calendar days,

For dedicated Toll-free numbers, the standard interval is 7 to 10 business days whether they are newly reserved or ported from another carrier. This interval is if the port is not rejected by existing carrier which will add additional time to the installation depending on when the port is acceptable and the number is released to CenturyLink.

For switched Toll-free numbers, for new numbers, the interval is 72 hours from when the request has been received. For ported numbers, the interval would be 7 to 10 business days. This interval is if the port is not rejected by existing carrier which will add additional time to the installation depending on when the port is acceptable and the number is released to CenturyLink.



Managed PBX install requirements:

Due to the customization/options available the intervals vary depending on solution design. If customer has equipment in place, then the interval is shorter than if customer is ordering equipment for their solution. Its always our goal to get the customer installed as soon as possible. The normal range for installation is 60 - 120 days. CenturyLink works closely with the customer to create an agreed upon install date. CenturyLink also has an ASAP delivery which the customer agrees to accept the circuit as soon as CenturyLink delivers. Paid expedites are normally used when CenturyLink has to expedite with another provider for the last mile to rush the order to meet customer's desired due date.

5. *Order Completion Notice (OCN):* See table below.
6. *Order Rejection Notice (ORN):* If an order is rejected prior to be sent to provisioning, then the customer will be notified within 2 business days of the order acknowledgement; however, if the order is rejected by CenturyLink provisioning or the LEC, this notification can take 2 to 4 weeks depending on the service being ordered.
7. *Moves, Adds, Changes, Disconnects (MACD):* See table below.
8. *Order cancellations:* Customer will be notified as soon as possible if their order is going to cancelled. The Account Consultant will work with the customer to help avoid cancellations.
9. *Escalation:* DIR and its customers can escalate the turn up of a circuit. Escalations will generate charges, but will not guarantee a quicker installation time frame. Instead of a formal escalation, the customer can request to have a service turned up ASAP. If the customer makes this request, then they will not be billed any fees. CenturyLink will work to install the service ASAP and billing will start the day the service is ready for the customer. If an expedite is required please see charges below.

New install expedites:

- DS0 is \$ 952.00 w/ 12% CRF included
- DS1 is \$ 1120.00 w/ 12% CRF included
- DS3-\$ 1680.00 w/ 12% CRF included
- OC3, OC12 - \$ 2016.00 w/ 12% CRF included
- OC48 & above ICB

The pricing are loop expedite which requires LEC involvement

Non loop expedites for all levels is \$ 280.00 w/ 12% CRF included

MACD expedites:

- \$ 112.00 w/ 12% CRF included DS0
- \$ 448.00 w/ 12% CRF included DS1
- \$ 896.00 w/ 12% CRF included DS3
- \$ 1792.00 w/12% CRF included OC3
- \$ 4368.00 w/12% CRF included OC12

Anything higher is ICB.

Commented [KW1]: Do these prices include crf?

Commented [KW2]: Do these prices include crf?

DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-004
ATTACHMENT F-11 TO EXHIBIT F
ORDER PROCESS MANAGEMENT PLAN
FINAL VERSION



10. *Price quotes:* Once a scope of work is determined then the price quote can be generated. This will be completed on an ICB basis; however, the account team will work to get price quotes back to DIR or its customers within 2 business days for simple solutions or 10 business days for more complex solutions.

Please note that these due dates are calendar days. *ICB = Individual Case Basis

Service	Add	Changes	Disconnects
Private Line	30	10	30
iQ Networking DS1	30	10	30
Voice circuit	30	10	30
Toll Free	5	3	5
VoIP	45	1	1
DS3	45	20	30
OC3	45	30	30
OC12	60	30	30
OC48	90	45	30

Non-Standard (Escalation) intervals

DIR and its customers can escalate the due date for a circuit. Escalations may generate charges, but will not guarantee a quicker installation time frame. Instead of a formal escalation, the customer can request to have a service turned up ASAP. This request can be made with no charge to the customer. With this option, CenturyLink will work to install the service ASAP and billing will begin the day the service is ready to the customer.