



Let's help you get ready



ACTIVATING YOUR NON-MANAGED SERVICES

This document includes detailed instructions on how to prepare for Scheduling Activations for Non-Managed Services

Scheduled activations for service(s) that do not include managed devices follow an assisted activation process that may include an equipment installation stage, as well as a scheduled activation event between you and CenturyLink. If your order includes a Managed Ethernet Access (MEA) or Advanced Power Management (APM) device, expect a site visit by a CenturyLink field technician in order to install and test the device prior to the scheduled activation event.

Your assigned Customer Care Manager (CCM) will be providing the site technical contact with an IP Configuration letter once the service is ready. This letter contains details that will allow you to load the correct IP configuration on your device in preparation of the scheduled activation event.

Scheduled Activation Support

Your CCM will be monitoring the progression of your order. Once CenturyLink has indicated the order to be installation complete, a CenturyLink representative will contact you to coordinate the date(s) and time(s) for the equipment installation and scheduled activation events.

Once confirmation of internal resource availability has been received with approval to schedule, CenturyLink will communicate the final date/time of your activation call. Prior to your activation day, CenturyLink will reach out to the provided contact information and confirm the date/time of your activation. If you need to make any changes to the reserved activation date/time, please notify your CCM immediately to reschedule. In the event you are unable to be present for the activation or cancel/reschedule within 24 hours of the scheduled activation start time, additional charges may apply.

If you have been scheduled for an afterhours or a weekend Activation Call, and a CenturyLink team member does not show up for the event, please contact the Scheduling & Activations On-Call Manager, toll free [855.572.4322](tel:855.572.4322). Please see the checklist below to understand what will take place.

Scheduled Activation Steps to Success

You need to perform the following activities to help ensure a successful activation:

- ✓ Install customer-provided equipment
 - ✓ Ensure circuit is extended to where the router will be located at your location
 - ✓ Configure customer-provided hardware with applicable speed and duplex (not auto-negotiate)
 - ✓ Confirm your hardware is set up and ready to make connection to the CenturyLink network
 - ✓ You must identify appropriate space and power is available and be ready for equipment installation
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During the installation of managed network or managed security equipment, which occurs prior to the scheduled activation event, the specific installation steps are as follows:

- ✓ Customers are NOT required to join a conference bridge during the equipment installation process.
- ✓ You must arrange and confirm site access for the CenturyLink Field Technician.
- ✓ Your local contact must have knowledge of your server/data room location.
- ✓ Your local contact must also have knowledge of rack space reserved for CenturyLink equipment.
- ✓ While the CenturyLink Field Technician will have the demarcation information from the LEC's records, the Local Contact must have knowledge of the location of the CenturyLink circuit.
- ✓ You will need to provide adequate/necessary power to support CenturyLink equipment.
- ✓ You will receive an IP Configuration letter from your CCM after the installation of the equipment.

During the scheduled activation event, which is conducted as a conference call between CenturyLink and the customer, the service specific activation steps are as follows:

1. Verify connectivity
 2. Ensure LAN block is being routed correctly
 3. Establish routing protocols
 4. Confirm service with CenturyLink
 5. Verify connectivity to other locations (DIA only)
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Bill Start Date for VPN Customers

- ✓ If we are simply adding sites to your existing network, we will start billing upon activating each site.
 - ✓ If we are installing a new network, we will start billing once we have activated two sites. Note: If you have a preference as to which two sites we activate first, please contact your Customer Care Manager (CCM).
 - ✓ In both instances, you will receive a Connection Notification letter confirming that we have started billing your VPN service.
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Common Troubleshooting Reminders

The following have been found to be common causes for not being able to successfully pass traffic. In an effort to help you quickly resolve this, we recommend that you double check these items prior to calling CenturyLink for support.

- ✓ Verify power is correctly connected to your equipment by cycling the power or turning off and then back on.
- ✓ Confirm cabling is installed correctly, by simply unplugging the cable and plugging it back in.
- ✓ Confirm the current state of equipment interface is in an 'up' state. The interface setting must match the CenturyLink configuration speed and duplex, usually 100 Full.
- ✓ Validate that the customer-provided, or Local Exchange Carrier (LEC) Circuit is working as ordered. Ensure that you can confirm power to the LEC devices. If there appears to be power and still no service, please obtain the LEC Circuit ID prior to contacting CenturyLink Technical Support.
- ✓ Confirm that the Internal Routing is configured correctly.
- ✓ Verify that your Class of Service (CoS) has been configured.
- ✓ Verify you're not exceeding port capacity as ordered. If you have Ethernet Service(s), it is usually necessary to ensure Traffic Shaping (or Packet Shaping) is enabled on the router. Contact your CenturyLink Account Team for additional capacity.
- ✓ If you are experiencing an impairment involving packet loss or routing; Trace Routes, Source and Destination Pings are necessary for CenturyLink to assist in resolving the issue.
- ✓ To verify your Quality of Service (QoS), you may use these CenturyLink provided speed tests. Please note that speed testing an off-network circuit is not a reliable indication of QoS. This testing should not be confused with Class of Service (CoS) testing.

North American TCP test links

San Jose - <http://linespeedtest.sanjose1.level3.net:81/linespeed.html>

Dallas - <http://linespeedtest.dallas1.level3.net:81/linespeed.html>

New York - <http://linespeedtest.newyork1.level3.net:81/linespeed.html>

North American UDP test links

San Jose - <http://linespeedtest.sanjose1.level3.net:81/mycapacity.html>

Dallas - <http://linespeedtest.dallas1.level3.net:81/mycapacity.html>

New York - <http://linespeedtest.newyork1.level3.net:81/mycapacity.html>

Customer Not Ready Policy

CenturyLink endeavors to deliver your service with your cooperation as of the Customer Commitment Date (CCD). If customer's delay or inaction prevents CenturyLink from completing service installation, CenturyLink will begin charging for service(s) starting on the Customer Commitment Date. Service charges will continue to accrue until the customer is ready and CenturyLink can complete service installation. Accrued service charges will appear on your first invoice. If you have any questions about any site readiness or other actions you need to perform to enable us to achieve the CCD and assure you are ready, please contact your CCM as soon as possible. Additionally, communicating important information to your site technical contact as soon as possible will help identify and address any issues ahead of time. Our goal is to work with you to achieve an exceptional delivery experience.

Customer Cancellation Policy

CenturyLink will confirm the specified scheduled date and time of the requested managed activation submitted by the CCM on behalf of the customer. CenturyLink Scheduling will provide a confirmed email with the scheduled managed activation date to the Customer, their assigned CCM and the remote managed activation tech (a confirmation to the field tech assigned to install the equipment will also be provided). In addition, CenturyLink will provide additional best effort notifications to remind the customer about their respective scheduled managed activation date and time. Below are the cancellation options:

1. You must cancel one business day before the confirmed managed activation date and time. If it is within one business day, the cancellation will result in a charge (see below).
2. You will have the option to cancel or reschedule your managed activation without charges one business day before the confirmed activation date by calling the Scheduling Hot line at [844.427.2875](tel:844.427.2875) Monday through Friday 7am to 7pm CT time.
3. You may also contact your assigned CCM to cancel or reschedule the managed activation.

Cancellation/Customer Not Ready Charge

Any customer cancellation less than 1 business day of the scheduled event or if a customer is not ready during the scheduled event will be charged a cancellation fee. This is done on a per site and per region bases.

Item	All Regions	N. America	Europe	Latin America	Asia
	MRC	NRC	NRC	NRC	NRC
With Field Dispatch:	n/a	\$500	\$600	\$750	\$950
This will be charged when a CenturyLink technician or CenturyLink vendor is dispatched to a customer site or remote CenturyLink site that was scheduled to be activated during the event.					
Without Field Dispatch:	n/a	\$250	\$250	\$250	\$250
This will be charged per site that was scheduled to be activated during the event.					