



Let's help you get ready



SITE PREPARATION GUIDE

Getting Ready for Equipment and Service Installation

We believe work is easier to manage when you know what to expect. If you follow the guidelines within this document, you will have done your part to ensure your service is installed on time and to your satisfaction.

Successful service installation relies on you ensuring your site meets specific standards, described in this guide, before CenturyLink or an Off-Net Provider can perform any installation work. The precise requirements for your project will be generated by a Site Survey either we or an Off-Net Provider conduct. If any site improvements are required, it will benefit you to complete them as directed and as soon as possible.

Select the region where your service is being installed to review the site readiness guidelines:

[> North America](#)

[> Latin America](#)

[> Europe, Middle East and Africa](#)



SITE PREPARATION GUIDE for North America

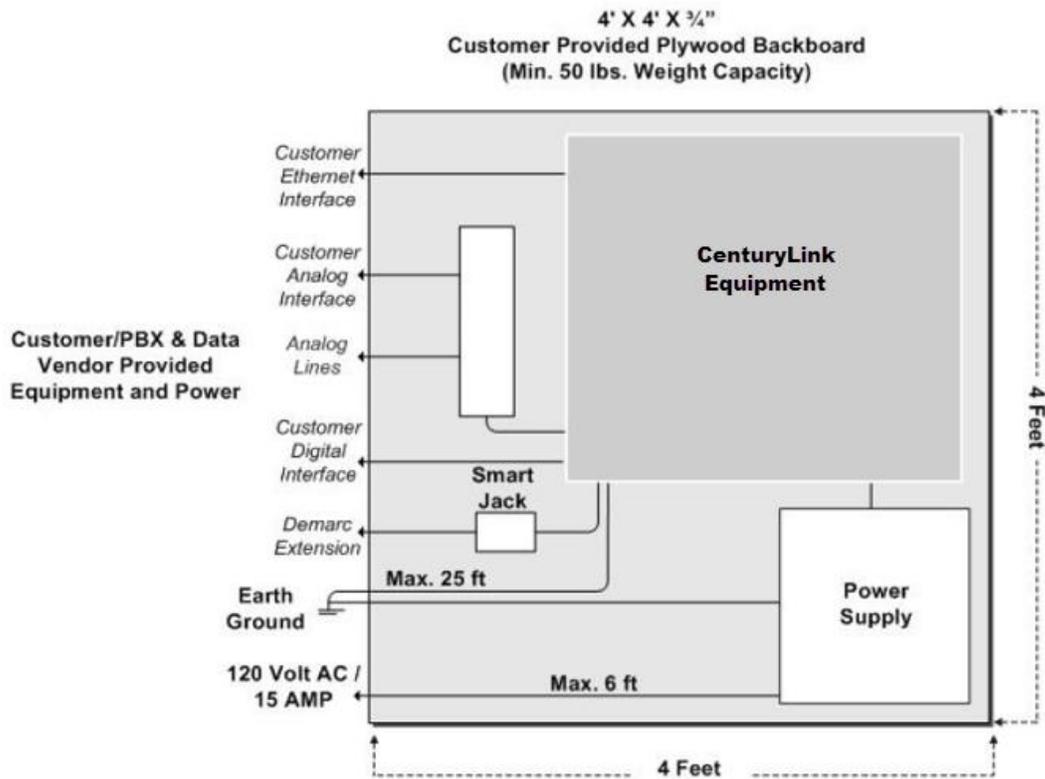
Getting Ready for Equipment and Service Installation

The following **North America** guidelines will help to ensure your service is installed on time and to your satisfaction.

Wall Mount Backboard or Relay Rack

Typically, the installation of a Wall Mount Backboard or Relay Rack is the first step that will be required. Please plan to allow at least two (2) weeks to order, ship and install the equipment.

- ✓ The backboard should be 1.2m x 2.4m x 19mm (4' x 8' x ¾") fire-rated plywood fastened to studs, and able to support 23 kilograms (50 pounds).
- ✓ The backboard should be within 2 meters (6 feet) of a dedicated power outlet.
- ✓ The circuit must terminate within 6 meters (20 feet) of the wall-mounted equipment; the use of power strips and/or extension cords is not permitted.
- ✓ The equipment must be mounted no less than 1 meter (3 feet) from the floor and leave 25cm (-10 inches) clearance above.
- ✓ The Relay Rack should be 58cm wide x 2.1m tall (23" x 7').
- ✓ Power and distances required for wall-mounted equipment also apply to rack-mounted equipment.



Power/Ground:

The work required to install the necessary power and ground can be performed **simultaneously** with Wall Mount Backboard or Relay Rack installation. You may elect to hire an electrician to perform this work. In general, allow two weeks from your Customer Commit Date (CCD) to complete any stand-alone Power and Ground work.

- ✓ The amperage, number and type of receptacles will be determined at the site survey
- ✓ Dedicated circuits backed up by UPS/generator systems are strongly recommended
- ✓ For AC Power, 20A, 120V AC generator-backed, AC Power is typically requested
- ✓ For DC Power, if 48VDC, end user must provide +/- power leads with 2 meters (-6 feet) of slack wire coiled at the equipment location
- ✓ You must provide adequate grounding capability in the form of 19mm (¾-inch) metallic conduit from the equipment to an approved building ground

Grounding options listed in order of preference are: building service ground, main electric box, building steel, and, lastly, a metallic water pipe which is in direct contact with the earth for 10' or more and electrically continuous to the point where the protector ground wire is installed; a bond must be placed around any meters.

Environmental Conditions

The customer is responsible for maintaining a suitable environment for network equipment operation. The required operational parameters are listed below.

Environmental Parameters	Suitable Range
Operating Temperature	0 – 50°C / 32 - 120°F
Heat Dissipation (BTU/hr.)	500
Humidity:	10% - 85% (non-condensing)

Cable, Cable Path, and Conduit

Cabling and cabling path can be completed simultaneously. Please allow approximately two weeks for completion. You may elect to hire an electrician to assist you. This work can be done concurrently with the Wall Mount Backboard/Relay Rack and Power and Ground installation.

- ✓ Provide inter-duct for floor-to-floor or suite-to-suite access
- ✓ Common building telecom riser shafts should be used where available; you must perform any necessary core drilling or other premise preparation work
- ✓ A clear path with conduit or cable tray needs to be provided from the manhole to the Minimum Point of Entry(MPOE)/Telco-Room where the equipment will be placed (if applicable); this will apply for any on-net or off-net services requiring a transport component and a site survey
- ✓ A site survey applies when either CenturyLink or the LEC is entering a building for the first time or is capacity constrained in a particular building

Inside Wiring – Extending from the MPOE to your location

When a telecom service is provided to a commercial building, it is typically delivered to the Minimum Point of Entry (MPOE)/Telco-Room. This demarcation point or “demarc” is generally the point at which you become responsible for the on-premise cabling and wiring. Depending on the building, the extension from the demarc to your equipment may be a substantial distance; therefore, it is important to investigate options early.

- For on-net services, CenturyLink can assist in ordering and/or completing this extension for you. We may work with third-party vendors to complete the extension.

- For off-net services, the local provider does not typically extend the demarc; you will need to manage completion of this work or hire a third party.

Your contract will specify Inside Wiring responsibilities and indicate whether CenturyLink will provide Inside Wiring service for an agreed upon fee or that you will retain responsibility for ensuring the inside wiring satisfies service requirements. Regardless of on-net or off-net service, please check with your building management, if applicable, as there may be guidelines in place allowing only a specific or preferred vendor to complete the demarc extension work.

Please note, for each new service, a new demarc extension might be required. Please make sure to confirm demarc extensions for each service that you have ordered. Also, you will need to specifically confirm the point to which you want the service extended when requesting the demarc extension to be installed.

Network Interface Device Readiness at your location

CenturyLink's Smart Demarcation is a Network Interface Device (NID) deployed at customer sites to provide end-to-end connectivity fault management and enables optional Performance Assurance with end-to-end SLAs. Additional fees may apply.

CenturyLink deploys NIDs for all off-net Ethernet Access to MPLS/IPVPN, EVPL, VPLS, and DIA circuits in North America, Europe, the Middle East, and Africa (EMEA).

To review the NID Site Preparation Guide: [Click Here](#)

- ✓ The NID is a customer premise device owned and installed by CenturyLink
- ✓ The NID is installed and maintained at customer sites and Ethernet Network-to-Network Interface (E-NNIs); country limitations may apply

Key capabilities:

- Supports 10/100/1000Mbps at each customer site
- Provides intelligent loop back capabilities and an L2/L3 test traffic generator
- Enables optional EvPL and VPLS service features
- Performance Assurance with end-to-end SLAs including frame delivery, frame delay (latency), and frame delay variation (jitter); performance summary data available via Customer Portal, for EVPL and VPLS services only
- Traffic shaping to improve performance of sub-rate circuits

Smart Demarcation Overview

- ✓ Shows a clear demarcation between the providers' (CenturyLink and LEC) and customer's networks to quickly isolate service problems
- ✓ Allows CenturyLink Operations teams to more effectively activate the Ethernet service and provide post-install service assurance
- ✓ Provides TDM-like maintenance and troubleshooting tools
- ✓ Enables SLA monitoring and end-to-end reporting, for EVPL and VPLS services only

Site Preparation

To facilitate installation of the Smart Demarcation device, please ensure:

- ✓ Access to the site for the installer at the scheduled installation time(s)
- ✓ Your appropriate personnel are on-site and available at the scheduled installation time(s)
- ✓ The following are ready: power distribution boxes, conduits, backboard or rack space for equipment mounting, grounding, surge and lightning protection. Associated hardware and power outlets are within 1 meter (3ft) of the Smart Demarc device installation location
- ✓ Inside telco circuit wiring is in place, including extensions and any necessary building alterations, so the Smart Demarcation device can be installed within 2 meters (6ft) of the local access demarcation
- ✓ The demarcation point for this installation is clearly marked to allow the installer to connect the correct circuit to the correct Smart Demarcation device interface

Managed and Non-Managed Gear Readiness at your location

Additional equipment may be required based upon your service. Please refer to the applicable Activation Guide for details.

- ✓ [Managed Activation Guide](#)
- ✓ [Non-Managed](#)
- ✓ [Plug and Play](#)

Site Readiness Quick Checklist for North America

To further assist you with getting your site ready, here is a quick checklist you can refer to during the order and installation process.

Power	
My site has AC power with a three-prong plug	<input type="checkbox"/>
My room has grounding available	<input type="checkbox"/>
My room has power available within 2 meters (~6 feet) of the area the CenturyLink equipment will be installed	<input type="checkbox"/>
I understand that power strips/extension cords cannot be used with CenturyLink equipment	<input type="checkbox"/>
Backboard	
The equipment will be installed within 6 meters (20 feet) of the circuit termination	<input type="checkbox"/>
My room has a minimum of 1.2m x 2.4m (4' x 8') of backboard available, or available rack space	<input type="checkbox"/>
<ul style="list-style-type: none"> If no, my room has wall space to mount a new backboard within the distance requirements 	<input type="checkbox"/>
My equipment backboard is plywood and at least 19mm (¾-inch) thick	<input type="checkbox"/>
My equipment backboard can support at least 23 kilograms (50 pounds)	<input type="checkbox"/>
Environmental	
My room is broom clean	<input type="checkbox"/>
My room maintains a temperature range of between 0°C to 50°C (32°F to 120°F)	<input type="checkbox"/>
My room has a clear and safe access path to the area where the CenturyLink equipment will be installed	<input type="checkbox"/>
Inside Wiring	
My inside wiring is complete	<input type="checkbox"/>
I would like CenturyLink to complete inside wiring (Contact your Customer Care manager for details)	<input type="checkbox"/>

If you have any questions about this checklist or site readiness in general, please contact your Customer Care Manager.



SITE PREPARATION GUIDE for LATAM

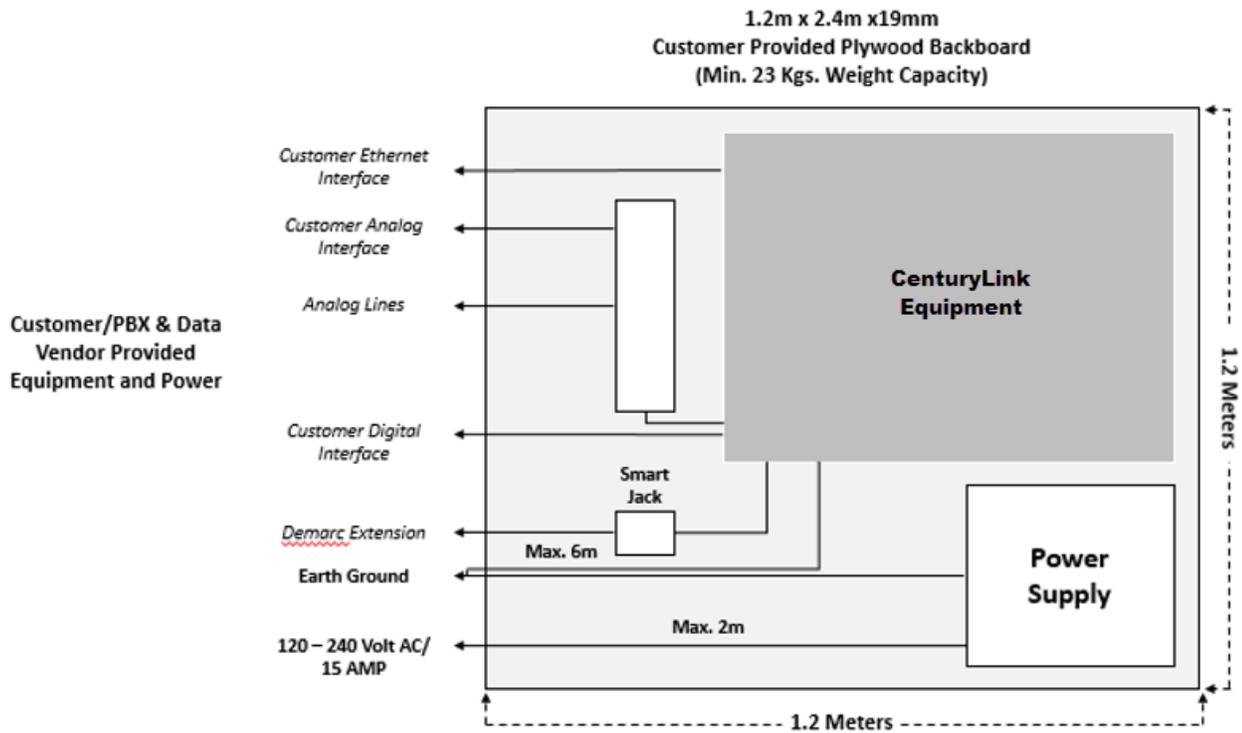
Getting Ready for Equipment and Service Installation

The following **LATAM** guidelines will help to ensure your service is installed on time and to your satisfaction.

Wall-Mount Backboard or Relay Rack

Typically, the installation of a wall-mount backboard or relay rack is the first step required. Please plan to allow at least two (2) weeks to order, ship and install the equipment.

- ✓ The backboard should be 1.2m x 2.4m x 19mm (4' x 8' x 3/4") fire-rated plywood fastened to studs, and able to support 23 kilograms (50 pounds).
- ✓ The backboard should be within 2 meters (6 feet) of a dedicated power outlet.
- ✓ The circuit must terminate within 6 meters (20 feet) of the wall-mounted equipment; the use of power strips or extension cords is not permitted.
- ✓ The equipment must be mounted no less than 1 meter (3 feet) from the floor and leave 25cm (~10 inches) clearance above.
- ✓ The relay rack should be 58cm wide x 2.1m tall (23" x 7').
- ✓ Power and distances required for wall-mounted equipment also apply to rack-mounted equipment.



Power and Ground

The work required to install the necessary power and ground can be performed **simultaneously** with wall-mount backboard or relay rack installation. You may elect to hire an electrician to perform this work. In general, allow two weeks from your Customer Commit Date (CCD) to complete any stand-alone power and ground work.

- ✓ The amperage, number and type of receptacles will be determined at the site survey
- ✓ Dedicated circuits backed up by UPS/generator systems are strongly recommended
- ✓ For AC power, 20A, 120V AC generator-backed, AC power is typically requested
- ✓ For DC power, if 48VDC, end user must provide +/- power leads with 2 meters (6 feet) of slack wire coiled at the equipment location
- ✓ You must provide adequate grounding capability in the form of 19mm (¾-inch) metallic conduit from the equipment to an approved building ground.

Grounding options listed in order of preference are: building service ground, main electric box, building steel, and a metallic water pipe which is in direct contact with the earth for 10' or more and electrically continuous to the point where the protector ground wire is installed. A bond must be placed around any meters.

Environmental Conditions

The customer is responsible for maintaining a suitable environment for network equipment operation. The required operational parameters are listed below.

Environmental Parameters	Suitable Range
Operating Temperature	0 – 50°C/ 32 - 120°F
Heat Dissipation (BTU/hr.)	500
Humidity	10% - 85% (non-condensing)

Cable, Cable Path and Conduit

Cabling and cabling path can be completed simultaneously. Please allow approximately two weeks for completion. You may elect to hire an electrician to assist you. This work can be done concurrently with the wall-mount backboard/relay rack and power and ground installation.

- ✓ Provide inter-duct for floor-to-floor or suite-to-suite access
- ✓ Common building telecom riser shafts should be used where available. You must perform any necessary core drilling or other premise preparation work
- ✓ A clear path with conduit or cable tray needs to be provided from the manhole to the Minimum Point of Entry(MPOE)/Telco-Room where the equipment will be placed (if applicable). This will apply for any on-net or off-net services requiring a transport component and a site survey
- ✓ A site survey applies when either CenturyLink or the LEC is entering a building for the first time or is capacity constrained in a particular building.

Inside Wiring – Extending from the MPOE to Your Location

When a telecom service is provided to a commercial building, it is typically delivered to the Minimum Point of Entry (MPOE)/Telco-Room. This demarcation point or “demarc” is generally the point at which you become responsible for the on-premise cabling and wiring. Depending on the building, the extension from the demarc to your equipment might be a substantial distance; therefore, it is important to investigate options early.

For on-net services, CenturyLink can assist in ordering and completing this extension for you. We may work with third-party vendors to complete the extension.

For off-net services, the local provider does not typically extend the demarc. You will need to manage completion of this work or hire a third party.

Your contract will specify inside wiring responsibilities and indicate whether CenturyLink will provide inside wiring service for an agreed upon fee or that you will retain responsibility for ensuring the inside wiring satisfies service requirements. Regardless of on-net or off-net service, please check with your building management, if applicable, as there may be guidelines in place allowing only a specific or preferred vendor to complete the demarc extension work.

Please note, for each new service, a new demarc extension might be required. Please make sure to confirm demarc extensions for each service that you have ordered. Also, you will need to specifically confirm the point to which you want the service extended when requesting the demarc extension to be installed.

Managed and Non-Managed Gear Readiness at Your Location

Additional equipment may be required based upon your service. Please refer to the applicable Activation Guide for details.

- ✓ [Managed Activation Guide](#)
- ✓ [Non-Managed](#)
- ✓ [Plug and Play](#)

Site Readiness Quick Checklist for Latin America

To further assist you with getting your site ready, here is a quick checklist you can refer to during the order and installation process.

Power	
My site has AC power with a three-prong plug.	<input type="checkbox"/>
My room has grounding available.	<input type="checkbox"/>
My room has power available within 2 meters (~6 feet) of the area the CenturyLink equipment will be installed.	<input type="checkbox"/>
I understand that power strips or extension cords cannot be used with CenturyLink equipment.	<input type="checkbox"/>
Backboard	
The equipment will be installed within 6 meters (20 feet) of the circuit termination.	<input type="checkbox"/>
My room has a minimum of 1.2m x 2.4m (4' x 8') of backboard available, or available rack space.	<input type="checkbox"/>
<ul style="list-style-type: none"> If no, my room has wall space to mount a new backboard within the distance requirements. 	<input type="checkbox"/>
My equipment backboard is plywood and at least 19mm (¾-inch) thick.	<input type="checkbox"/>
My equipment backboard can support at least 23 kilograms (50 pounds).	<input type="checkbox"/>
Environmental	
My room is broom clean.	<input type="checkbox"/>
My room maintains a temperature range of between 0 to 50 degrees Celsius (32 to 120 degrees Fahrenheit).	<input type="checkbox"/>
My room has a clear and safe access path to the area where the CenturyLink equipment will be installed.	<input type="checkbox"/>
Inside Wiring	
My inside wiring is complete.	<input type="checkbox"/>
I would like CenturyLink to complete inside wiring. (Contact your Customer Care manager for details.)	<input type="checkbox"/>

If you have any questions about this checklist or site readiness in general, please contact your Customer Care Manager.



SITE PREPARATION GUIDE for EMEA

Getting Ready for Equipment and Service Installation

The following **Europe, Middle East and Africa (EMEA)** guidelines will help to ensure your service is installed on time and to your satisfaction.

Space and Power

Following the Site Survey by CenturyLink or an off-net provider you may be required to undertake the provisioning of Space and/or Power within two weeks from the date that you sign your order.

- ✓ A CenturyLink service can include any or all of the following and will require space and power to be provided:
 - Off-net access provider NTE (Network Termination Equipment)
 - On-net CenturyLink transmission equipment
 - NID
 - Managed CPE
 - Managed firewall
- ✓ Depending on the equipment to be installed, up to 10U of rack space may be required in a 19" cabinet for large or transmission equipment. A clean earth bonding facility is also required within the cabinet. Dedicated circuits and in some cases redundant power circuits are strongly recommended, depending on the equipment to be installed
- ✓ AC power 220-240V AC UPS/generator-backed fuse size ranging from 10 – 16 AMP is recommended, presentation on standard socket outlet or IEC60309 16 AMP
- ✓ In some cases, a small -48V DC Rectifier System may be installed by CenturyLink or an off-net provider depending on the equipment to be installed e.g. Transmission Equipment. A Battery may be recommended following the site survey in the event a non-UPS AC power supply is provided. In the event that -48V DC power can be provided locally, then DC Cables shall be run to the 19" Cabinet for connection. It is recommended the DC Supply is Battery/Generator-backed fused at 15 AMP. Voltage under all conditions shall operate within 40 to 60 Volts.

Environmental Conditions

You are responsible for maintaining a suitable environment for network equipment operation. The required operational parameters are listed below.

Environmental Parameters	Suitable Range
Operating Temperature	0 – 50°C
Humidity	10% - 85% (non-condensing)
Max. Heat Dissipation (Watts)	500 Watts

Inside Wiring

CenturyLink will deliver your service to a specific physical location on the site you have requested (referred to as “CenturyLink demarcation” or “demarc”). This is usually pre-agreed with the CenturyLink sales team before signing contracts and/or order forms. Details can include floor, room, aisle, bay, panel, ports and local site contact information.

It is possible that although in the same building, your equipment and the CenturyLink equipment may not be in the same location; for example, in different rooms or floors. In such scenarios, the service must be interconnected between the CenturyLink demarcation and your demarcation by means of “in-house cabling.” Please note, demarcation extension may be subject to charge.

During the delivery of service, experience shows that a frequent problem is unknown or miscommunicated details of a demarc.

Failure to provide demarc information in a timely manner may result in additional delays and billing starting before you are able to use the service.

Please take time to understand these guidelines to help facilitate a successful delivery and get up and running as soon as possible.

To help us direct you to the correct information, please select the type of site in which you are locating or co-locating with CenturyLink:

CenturyLink Owned
Colocation Site

Customer Owned Site

Third-Party Owned Site

CenturyLink-owned colocation site

This site is owned and operated by CenturyLink, including colocation and network connectivity. CenturyLink will carry out all in-house cabling. The service will be terminated in your colocation cabinet or private suite.

You will need to confirm the exact demarcation (cabinet, rack, shelf, panel, port) to enable CenturyLink to hand off the service in your co-location cabinet or suite. CenturyLink also requires a local contact at point of order who can be contacted to clarify any issues during the service delivery.

Customer-owned colocation site

Existing CenturyLink facilities

This is an "On-Net" site directly connected to the CenturyLink network.

You will carry out all in-house cabling beyond the CenturyLink demarc. The service will be terminated in your designated telecom room in which CenturyLink has its network equipment installed (also referred to as "point of presence" or "POP". CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port) upon delivery and handover of your service by your CCM. If you require specific presentation, please inform your CCM immediately after your order is placed with CenturyLink.

New CenturyLink facilities

This "Off-Net" site is to be connected to the CenturyLink network by installing a CenturyLink POP, after which point this site is considered to be "On-Net."

Please note: There will be an associated extended lead time to carry out the works necessary to install the POP in your building, before the service can be handed over

You will carry out all in-house cabling beyond the CenturyLink demarc. The service will be terminated in your designated telecom room in which CenturyLink will be installing network equipment as part of the new POP. We will confirm the exact demarcation of the individual services ordered (cabinet, rack, shelf, panel, port) upon delivery and handover of your service. If you require a specific change in presentation, please inform your CCM immediately after your order is placed with CenturyLink.

Non-CenturyLink facilities

This "Off-Net" site will be connected to the CenturyLink network via a third-party leased service (usually called LEC or Carrier).

You will carry out all in-house cabling. The service will be terminated in a designated telecom room to which the third-party owned network equipment network equipment is pre-cabled. CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port) upon delivery and handover of your service by your CCM. If you require a specific change in presentation, please inform your CCM immediately after your order is placed with CenturyLink.

Third-party owned site

Existing CenturyLink facilities

This is an "On-Net" site directly connected to the CenturyLink network.

This scenario requires the procurement of in-house cabling with the owner or operator of the building.

The service will be terminated in a designated telecom room usually referred to as "Meet Me Room" or "MMR" to which CenturyLink currently has pre-cabled its own network equipment.

Prior to signing your order, the ownership of this task will have been agreed by you and CenturyLink, including any additional third-party costs.

- Where you are responsible for ordering the in-house cabling, CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port or designated code provided by the third-party owner) upon finalizing circuit design shortly after receipt of your order. This will come in the form of a LOA (Letter of Authorization) allowing you to request the in-house cabling from the third party and may also include a DLR (Design Layout Record).

If you require a specific change presentation, please inform your assigned CCM immediately after your order is placed with CenturyLink or the LOA has been received.

- Where CenturyLink is responsible for ordering the in-house cabling, you must provide the demarc where you need your service to be terminated and local site contact details to CenturyLink as part of the order. This will come in the form of a LOA issued by you allowing CenturyLink to request the in-house cabling from the third-party owner.

New CenturyLink facilities

This "Off-Net" site is to be connected to the CenturyLink network by installing a new CenturyLink POP, after which point this site is considered to be "On-Net."

Please note: There will be an associated extended lead time to carry out the works necessary to install the POP in your building, before service can be handed over.

This scenario requires the procurement of in-house cabling with the owner or operator of the building.

The service will be terminated in a designated telecom room usually referred to as "Meet Me Room" or "MMR" to which CenturyLink currently has pre-cabled its own network equipment.

Prior to signing your order, the ownership of this task will have been agreed upon by you and CenturyLink, including any additional third-party costs.

- Where you are responsible for ordering the in-house cabling, CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port or designated code provided by the third-party owner) upon finalizing circuit design shortly after receipt of your order. This will come in the form of a LOA (Letter of Authorization) allowing you to request the in-house cabling from the third party and may also include a DLR (Design Layout Record).

If you require a specific change presentation, please inform your assigned CCM immediately after your order is placed with CenturyLink or the LOA has been received.

- Where CenturyLink is responsible for ordering the in-house cabling, you must provide the (customer) demarc where you need your service to be ultimately terminated and local site contact details to CenturyLink as part of the order. This will come in the form of a LOA issued by you allowing CenturyLink to request the in-house cabling from the third-party owner.

Non-CenturyLink facilities

This "Off-Net" site will be connected to the CenturyLink network via a third-party leased service (usually called LEC or Carrier).

This requires the procurement of in-house cabling with the owner or operator of the building.

The service will be terminated in a designated telecom room to which the 3rd party owned network equipment network equipment is pre-cabled to. CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port) upon delivery and handover of your service by

your CCM. If you require a specific change in presentation, please inform your assigned CCM immediately after your order is placed with CenturyLink.

Prior to signing your order, the ownership of this task will have been agreed by you and CenturyLink, including any additional third-party costs. CenturyLink recommends that to optimize Service Delivery, you own the cabling to the CenturyLink demarc wherever possible.

- Where you are responsible for ordering the in-house cabling, CenturyLink will confirm the exact demarcation (cabinet, rack, shelf, panel, port or designated code provided by the third-party owner) upon finalizing circuit design shortly after receipt of your order. This will come in the form of a LOA (Letter of Authorization) allowing you to request the in-house cabling from the third party and may also include a DLR (Design Layout Record).

If you require a specific change presentation, please inform your assigned CCM immediately after your order is placed with CenturyLink or the LOA has been received.

- Where CenturyLink is responsible for ordering the in-house cabling, you must provide the (customer) demarc where you need your service to be ultimately terminated and local site contact details to CenturyLink as part of the order. This will come in the form of a LOA issued by you allowing CenturyLink to request the in-house cabling from the third-party owner.

NID Readiness at Your Location

CenturyLink's Smart Demarcation is a Network Interface Device (NID): a small, compact device deployed at customer sites to provide end-to-end connectivity fault management and to enable optional Performance Assurance with end-to-end SLAs. Additional fees may apply.

CenturyLink may deploy NIDs for off-net Ethernet access to CenturyLink MPLS/IPVPN, Ethernet Virtual Private Line (EVPL), Virtual Private LAN Service (VPLS), and DIA circuits in North America, Europe, the Middle East, and Africa.

Key capabilities:

- Supports 10/100/1000Mbps at each customer site
- Provides intelligent loop-back capabilities and an L2/L3 test traffic generator
- Enables optional EVPL and VPLS service features
- Performance Assurance with end-to-end SLAs including frame delivery, frame delay (latency), and frame delay variation (jitter); performance summary data available via Customer Portal for EVPL and VPLS services only
- Traffic shaping to improve performance of sub-rate circuits

Why do we deploy Smart Demarcation?

- Shows a clear demarcation between the providers' (CenturyLink and LEC) and customer's networks to quickly isolate service problems
- Provides end-to-end fault management and reporting
- Provides TDM-like maintenance and troubleshooting tools
- Enables SLA monitoring and end-to-end reporting for EVPL and VPLS services only
- Delivers an optimal customer experience

Site Preparation

To facilitate installation of the Smart Demarcation device, please ensure:

- ✓ Your Customer Care Manager has been informed as part of the order or during service delivery of the local site contact in charge of supporting CenturyLink with the NID deployment activities
- ✓ Access to the site for the installer at the scheduled installation time(s)
- ✓ Your appropriate personnel are on-site and available at the scheduled installation time(s)
- ✓ The following are ready: power distribution boxes, conduits, rack space for equipment mounting, grounding, surge and lighting protection. Associated hardware and power outlets are within 1 meter (3ft) of the Smart Demarc device installation location
- ✓ Inside telco circuit wiring is in place, including extensions and any necessary building alterations, so the Smart Demarcation device can be installed within 2 meters (6ft) of the local access demarcation
- ✓ The demarcation point for this installation is clearly marked to allow the installer to connect the correct circuit to the correct Smart Demarcation device interface

To review the full NID Site Preparation Guide, [click here](#).

Site Readiness Quick Checklist for EMEA

To further assist you with getting your site ready, here is a quick checklist you can refer to during the order and installation process.

Power	
My site has AC power with a standard socket or IEC60309 Outlet	<input type="checkbox"/>
My room or Cabinet has a clean earth point available	<input type="checkbox"/>
My room has power available within 2 meters of the area the CenturyLink equipment will be installed	<input type="checkbox"/>
I understand that power strips or extension cords cannot be used with CenturyLink equipment.	<input type="checkbox"/>
Environmental	
My room is broom clean.	<input type="checkbox"/>
My room maintains a temperature range of between 0°C to 50°C	<input type="checkbox"/>
My room has a clear and safe access path to the area where the CenturyLink equipment will be installed.	<input type="checkbox"/>
Inside Wiring	
My inside wiring is complete.	<input type="checkbox"/>
I would like CenturyLink to complete inside wiring. (Contact your Customer Care Manager for details.)	<input type="checkbox"/>

If you have any questions about this checklist or site readiness in general, please contact your Customer Care Manager.