

# CenturyLink IQ® SIP Trunk




## Determining CPE Technical Assistance Center (CTAC) Support

Per site:

	CenturyLink Coordination	Customer Pre-activation	Repair & Configuration
<b>Customer edge router</b>			
<b>1. Certified edge router, purchased from CenturyLink</b>			
Equipment used to support CenturyLink IQ® Networking or VoIP service, managed and maintained by CenturyLink	✓	✓	✓
New CPE install with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Equipment used to support IQ Networking or VoIP service (with edge SBC (session border controller)), managed and maintained by CenturyLink	✓	✓	✓
New CPE install (with edge SBC) with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Edge router managed by customer (limited CenturyLink maintenance)	✓	T&M	T&M
<b>2. Non-certified edge router</b>			
Non-certified customer edge router, purchased from CenturyLink	T&M	T&M	T&M
Non-certified customer edge router, not purchased from CenturyLink	BE	BE	BE

	CenturyLink Coordination	Customer Pre-activation	Repair & Configuration
<b>Customer edge SBC</b>			
<b>3. Certified edge SBC, purchased from CenturyLink</b>			
Equipment used to support IQ Networking or VoIP service (with edge SBC), managed and maintained by CenturyLink	✓	✓	✓
New CPE install "stand-alone edge SBC" with IQ SIP Trunk design and CenturyLink maintenance	✓	✓	✓
Edge SBC with existing CenturyLink maintenance	✓	T&M	T&M
Edge SBC with expired (or non-existent) maintenance contract	T&M	T&M	T&M
Edge SBC managed by customer (limited CenturyLink maintenance)	T&M	T&M	T&M
<b>4. Non-certified edge SBC</b>			
Non-certified edge SBC, purchased from CenturyLink	T&M	T&M	T&M
Non-certified edge SBC, not purchased from CenturyLink	BE	BE	BE

	CenturyLink Coordination	Customer Pre-activation	Repair & Configuration
<b>Customer edge PBX (or VoIP equipment)</b>			
<b>5. Certified PBX or VoIP equipment, purchased from CenturyLink</b>			
New CenturyLink install with IQ SIP Trunk design, managed and maintained by CenturyLink	✓	✓	✓
Existing equipment with CenturyLink maintenance	✓	T&M	T&M
CenturyLink maintenance contract expired or non-existent	T&M	T&M	T&M
Certified, but not purchased from CenturyLink	T&M	T&M	T&M
<b>6. Non-certified PBX or VoIP equipment</b>			
Non-certified equipment, purchased from CenturyLink	T&M	T&M	T&M
Non-certified equipment, not purchased from CenturyLink	BE	BE	BE

-  = Certified
-  = Certified with caution
-  = Non-certified

- **T&M:** Time & Materials, no SLA, and as engineering time permits. CTAC Support does not guarantee positive results.
- **BE:** This work is performed on a Best Effort basis and Time & Materials applies, no SLA, and as engineering time permits. CTAC Support does not guarantee positive results. CenturyLink recommends you work with your original equipment vendor or subcontractor.
- **T&M hourly install rates:** minimum billing is one hour, and then in full 30-minute increments (materials are additional):
  - \$175/hr (business day), \$262.50/hr (after hours), \$350/hr (Sunday/holiday)
- **T&M hourly repair rates:** minimum billing is one hour, and then in full 30-minute increments (materials are additional)
  - \$250/hr (business day), \$375/hr (after hours), \$500/hr (Sunday/holiday)