911 Information

911 Emergency Service Advisory

Prior to making any changes to 911 addresses please review the following link.


CenturyLink Repair

For assistance with an address change request that will not process correctly, please contact CenturyLink Repair at 877-878-7543.
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Administrator Portal

This guide covers your administration of 911 Configuration with CenturyLink® VoIP services.

NOTE: For an address change for more than 180 days please reach out to your account rep to place a permanent change request. Please note this could take up to 30 days to process. It is also recommended that you make the address change immediately in the portal as the portal change takes place within 48 hours. Notifying your account rep will process the permanent change within 30 days.

OR

If the address change is for less than 180 days, please follow the below instructions to make 911 address changes.

Administrator Portal Login

URL: https://centurylink.com/voip. Enter your Administrator User ID/Password to access Admin functionality within the portal. You should have received your Administrator login details via email, and it would look similar to the following:

Administrator Portal URL: centurylink.com/voip
User Id: adminlogin here
Password: adminpassword here

⚠️ WARNING ⚠️

LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-726-6875 and obtain CenturyLink's approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address usually take approximately 15 minutes from when the request was submitted, but in rare cases can take up to 2 business days. Requests for a future change of your 911 address usually take approximately 15 minutes from the scheduled change date and time, but in rare cases can take up to 2 business days. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order, and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS
CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service.

**Group Caller ID**

Group Call ID allows you to determine and manage on outbound calls, whether each individual’s personal 10-digit phone number is out pulsed to the calling party, or if, as an example, your company’s main number is presented to the caller.

1. Click **Manage Services** from the main menu.
2. Click **Group Caller ID** from the sub menu.
3. If you have multiple Groups, from the **Group** drop down list, select the Group you want to manage.
4. Click the **Get** button.

![Group Caller ID interface](image)

5. **Group Caller ID** information will be displayed for that **Group**.
6. From the **Calling Line ID Group Number** drop down list, select the number from that group that you want to send for outbound caller ID for the entire group.

   **Note:** If the number you want to change the Calling Line ID Group Number to is being ported, this field will NOT be editable until after the port is complete, 911 is registered, and all ported numbers are marked as active in our system. This could take up to 24 hours after the port, to become available.

7. For non-emergency calls, select the radio button for the option you prefer, the **Group Calling Line ID** or **User Phone Number**.
8. Choose to block or not block **Calling Name for External** calls by selecting the **Yes** or **No** radio button.
9. If you do not want the User Name to appear for inbound caller ID for other CenturyLink VoIP customers, click the **No** radio button.
10. Click the **Save** button.

11. The address registered for the **Group Number** is based on the **Base Location** address.
12. If the Group Number is assigned to an individual user that is mobile, the temporary address location can be registered with 911 through Manage Services, Group Caller ID.
13. Click the **Update 911 Information** button.

14. Click the **Change Current Location** drop down list to choose **Manage My Locations**, **Select Location**, or **Add New Location**.
15. Select **Add New Location**.
16. Enter the **Location Name**.
17. Enter the **Address** for that location.
18. Click the **Save** button.

19. Confirm that the address was input correctly.
20. Click the **OK** button.
21. Your new location is now an option within your “My Current Location” list.
Changing your 911 Location

Once you have added a new location to your 911 Location List, you will then want to update your location in the 911 system.

1. Click 911 Location from the Profile & Settings sub menu
2. Click Change Current Location from the first drop-down list.
3. Select the location you want to change to in the My Current Location Is drop down list.
4. Click the Save button.
5. Your location will be submitted for registration. You will receive and email that your order was placed and an email when your order is completed, as well as your address has been changed.
6. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your Base Location.
7. Your Base and Current Location can always be reviewed on the right-hand side of your portal.

NOTE: Your Base Location can only be changed by submitting a request to your Account Representative. The Current Location can be used for temporary address changes.

Scheduling a 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click 911 Location from the Profile & Settings sub menu.
2. Click Schedule Future Change from the first drop down list.
3. Select the location under the My Future Location Will Be drop down list.
4. Select the Date you would like the change to take effect from the Calendar.
5. Select the Time and Time Zone you would like the change to take effect.
6. Click the Save button.
7. Your location change has now been scheduled.
8. You will receive an email confirming your scheduled registration change.
9. Approximately 15 minutes prior to your requested change date/time, you will receive another email stating your order has completed and that the new address has been registered.
10. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your Base Location.
11. Or submit a Schedule Future Change to coincide with your return to your Base Location.

**Bulk 911 Registration**

Use Bulk 911 Registration to change the registered 911 address for multiple users within a Group.

1. Click on **User Administration** from the main menu.
2. Click on **Bulk 911 Registration** from the sub menu.
3. If you have multiple **Groups** in your organization, click the **Group** you want to modify from the drop-down list and click the **Bulk 911 Registration** button.
4. At the bottom of the Bulk 911 – Add Location Screen, enter the **Location Name**, **Address**, **City**, **State** and **Zip Code** for your change.
5. Click the **Next** button.
6. Your address will be validated, and if successful, you will receive an address confirmation success notification.
7. Enter an **Address 2** option such as floor, cube, etc., if required.
8. Click the **Next** button.
9. Use the Search option to narrow your search criteria.
10. From the Search Results and End Users field, drag and drop the user(s) for which you wish to modify this feature (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns), to the Add Users To field.
11. Click the Save button.

12. To process your 911 Registration changes immediately, click the Change Now button.
13. 911 Registration changes will happen in approximately 15 minutes to all users identified, and all users identified will receive an email notification of the change.
14. To schedule your registration change, click the Schedule a Future Change button.
15. The **Future Location** address will be indicated.
16. Click on the **Calendar** icon to select the date you want your address registration to change.
17. From the **Time** drop down list, select the time you want your address registration to change.
18. From the **Time Zone** drop down list, select the appropriate time zone for the change.
19. Click the **Save** button.
20. The registered 911 address for the users identified, will occur on that date and time, and all users identified will receive an email notification of the change.
End User Portal

NOTE: If the individual User does not have access to the End User Portal all changes will need to be made in the Administrator portal by the Administrator.

End User Portal Login

When your user profile with associated phone number is loaded into the portal, you will receive a welcome email:

"Do Not Reply To This Email. It Was Sent From An Automated Service."

Welcome to CenturyLink Hosted VoIP service! You can now use your IP phone to place and receive calls. The information below will allow you to manage the features of your phone online. Print this email for your records. If you have any questions, email your Administrator.

Phone Number: 503-736-2707
Extension: 2707
8XX Voice Mail Retrieval Number: 855-539-6245
Voice Mail PIN: 270799

Portal User ID: loginname@company.com
Temporary Portal Password: Password.

You will be required to change your Temporary Portal Password at first log in.

You have been assigned a Seat with the Enterprise Assistant with Outlook Integration Toolbar feature and can be accessed via the Help Tab in your Hosted VoIP Portal.

Learn more about your CenturyLink Hosted VoIP service, customize your features, view your call logs, and much more at centurylink.com/voip

To access the End User Portal, go to the following:

URL: http://centurylink.com/voip
Username: refer to your Welcome email
Password: refer to your Welcome email
Make this link a Favorite for easy access

Anytime you're using your service at a service address other than your Base Location, you should log into your portal and update your 911 Location. This will allow any emergency calls placed to be routed to the proper 911 Center. Be sure to read the entire disclosure on the 911 Location page before proceeding.
Adding a New 911 Location

1. Click **Profile & Settings** from the main menu, then **911 Locations** from the sub menu.
2. Click the “Show More” link for a full description of limitations and important information on changing your 911 location address.

3. The **Base Location** is your primary office address and will be what is registered with 911 when your user profile is built.
4. Select the **Add Location** button.

5. Enter a **Location Name** that describes the location of that address.
6. Enter the **Address, City, State and Zip Code** for that location.
7. Click the **Save** button.
8. Confirm that the address is correct.
9. Click the OK button to add that location to your address list.

10. Your new location is now available in your address list but has not been registered with 911 at this point.
11. At any time, you can click the Delete button to delete an address entirely or click the Edit button to change location name.
Changing your 911 Location

Once you have added a new location(s) to your 911 Location List, you will then be able to register any of those locations with 911.

1. Click Profile & Settings from the main menu, and 911 Location from the sub menu.
2. Click the Set as Current Location button.

3. You have the option of changing your address now or scheduling for a future date.
4. Click the Change Now button.

5. A confirmation box appears listing the address you are going to be changing with 911.
6. If the location and information is correct, click the OK button.
7. Your location will be submitted for processing. You will receive an email that your order was placed and an email when your order is completed as well as confirmation that your address has been changed.

8. Click the OK button.

9. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect your **Base Location**.

10. Your **Base and Current Location** can always be reviewed on the right rail of your portal.

11. Click the OK button.
Scheduling a 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click **911 Location** from the Profile & Settings sub menu.
2. Click **Set as Current Location** for any locations you have predefined.

3. Click the **Schedule a Future Change** button to continue.

4. Click the **Calendar** icon next to the **Date** field.
5. Select the **Date** from within the calendar that you wish the 911 change to take effect.
6. Click the **Time** drop down box.
7. Select the time, a.m. or p.m., that you want the 911 change to take effect.

8. Click the **Time Zone** drop down box.
9. Select the Time Zone you will be in when the 911 change takes effect.
10. Review and confirm that all of your changes are correct.
11. Click the **Save** button.

12. A confirmation box will appear.
13. This will list the changes that you are about to make.
14. To continue with these changes, click the **OK** button.
15. An information window appears confirming that your change request has been submitted.
16. If a scheduled change was submitted, a confirmation email will be received within approximately 15 minutes of your scheduled change date and time.
17. Click the OK button.

18. You will see that your **Base Location** is still registered as your 911 location.
19. The **Scheduled Change** will indicate the date and time of your scheduled change.
20. It will also indicate the address/location that will be registered at that time.
21. If you wish to cancel this scheduled change, click the **Cancel Change** button.
22. Refer to the right rail of your portal, which will always indicate your **Base Location** and **Current Location**.
23. The **Current Location** reflects the address/location that is currently registered with 911.

### Acknowledgement and Confirmation Emails

When you make changes to 911 addresses you will receive the following emails acknowledging the change is being processed and confirming your request.

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**VoIPCustomerService**

**CenturyLink IP Voice Change Acknowledgement**

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We received your requested changes for your CenturyLink IP Voice service and are working to process your request.

If you requested an immediate change:
A confirmation email will be sent to your address of record when CenturyLink has fully approved and processed your request. If you do not receive your confirmation email within 15 minutes after your requested change, please contact CenturyLink at 1-877-878-7543. Please remember that if you dial 911 before you receive your confirmation email, your 911 calls will route to the 911 Operator that serves your current 911 address, not your pending 911 address that CenturyLink is processing.

If you scheduled a future change:
A confirmation email will be sent to your address of record when CenturyLink has fully approved and processed your request. If you do not receive your confirmation email within 15 minutes after your scheduled change date and time, please contact CenturyLink at 1-877-878-7543. Please remember that if you dial 911 before you receive your confirmation email, your 911 calls will route to the 911 Operator that serves your current 911 address, not your pending 911 address that CenturyLink is processing.

If you have questions regarding these changes you may contact the Help Desk at 877-878-7543.

Sincerely,

Your CenturyLink IP Voice Service Team

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CentersLink™ respects your online time and Internet privacy. You are getting this e-mail because of your existing business relationship with us.
Testing with 911 Emergency Services

It is recommended for a mass change for multiple users that you verify the address change with your local 911 Service Provider. Please inform the 911 Operator that your call is not an emergency and you are calling to verify an address by using the following script:

“This is not an emergency. This is (your name) with (your company name). We have made an address change on our VoIP phone system. Are you in a position to test with me? (If Yes) What is the Telephone Number and Address that you are showing?”

TIPS: Ideal time to test with 911 Services is not during busy commuting hours (i.e. Morning, Lunch, and Evening hours).