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CenturyTel Directory Services Guide

Directory Services Agreements

CenturyTel offers a Directory Services Agreement to those companies with fully executed Interconnection or Traffic Exchange Agreements. *Without a Directory Services Agreement or directory services language included as part of an Interconnection (ICA) or Traffic Exchange Agreement, CenturyTel can not be responsible the publication of another carrier's customers in its telephone directories.*

CenturyTel's Directory Services Agreement is also filed in several states' wholesale tariffs.

How to Get Started

Carriers may choose to:

1. Enter into a Directory Services Agreement

Contact our Directory Services Department to discuss a new Directory Services Agreement.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#directory>

2. Add a Directory Services Agreement to their current ICA

Contact your regional Carrier Relations Director to discuss adding the Directory Services Agreement to your ICA.

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#carrier>

3. Adopt the tariff language (where available)

You may contact either the Directory Services Department or your regional Carrier Relations Director if you choose to adopt the language from CenturyTel's wholesale tariff.

The standard directory services agreement template is available on the page below:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/DIRECTORY_SERVICES_AGREEMENT.pdf



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The standard Directory Services Agreement includes:

1. A standard listing for each CLEC customer in the white pages section of the directory located in CenturyTel's directory coverage area.
2. Distribution of a directory to CLEC customers at the time of publication
3. A standard listing for the CLEC in the Information Pages section of each directory in which the CLEC operates. This includes a logo along with three critical contact telephone numbers for the company, such as customer service billing and repair numbers. Please note that CLEC must be operating in the market area for each directory and contact numbers must be in service at the time of publication.
4. Details about the alternate ways for provisioning CLEC customer listings:
 - a. LSR-DSR process, (daily service order activity)

CenturyTel will maintain the CLEC's listings in its database for publishing purposes.

Orders must be submitted on the ezLocal® web site in order to have listings or porting information updated in CenturyTel's system. Normally, CLEC support representatives will enter any LSR or DSR information into CenturyTel's system within 48 hours of receiving the order. However, any orders exceeding 50 per day may be subject to project management and will be worked on a best effort basis. Once the information has been successfully entered into the system, a confirmation along with a service order number is sent back to the CLEC who submitted the order.

The listings will be included along with CenturyTel's own listings to independent publishers for purposes of publishing other directories.

A galley (file of listings) will be extracted for each CLEC approximately 2 weeks before BOC (Business Office Close date) in order to verify the accuracy of the CLEC listings before submitting them to CenturyTel's publisher. The CLEC will be given 5 business days to verify and respond with any corrections. (If a CLEC requests a proof of its listings before the extract is scheduled, CenturyTel requires at least 2 weeks notice and there is a charge of \$150 per galley.) These galley standards are the same for all companies, regardless of the amount of listings on a file.

- It is the CLEC's responsibility to review their customer listings for accuracy.
- CenturyTel will require a DSR to be sent to make any changes or to add any listings. If there is no DSR to reference, listings will not be changed via galley comments from any company. All DSRs must be sent by the BOC date in order to be published for the upcoming directory.
- Galley requests may be submitted to: CR-directorygalley@centurytel.com
- The tariffed DSR charge will be assessed per standalone DSR processed except in the case of carriers with contract rates. Contract rates will be assessed per DSR in accordance with contract terms.



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To view the newest BOC schedule, click here,

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/Directory-BusinessOfficeCloseSchedule.pdf>

To sign up for notifications to the schedule, click here,

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/AlertsAndNotifications/>

The ezLocal® order entry process is outlined in the ezLocal® Users' Guide posted on the CenturyTel wholesale web site at the following URL address:

http://business.centurytel.com/business/Wholesale/InterconnectionServices/Library/ezLocal_User_Guide.pdf

For questions about the LSR/DSR process, contact **CLEC Provisioning at 1-877-477-1747** or via email at centurytel.clec@centurytel.com.

- b. One time file (provided annually per directory) for all CLEC customer listings.

CLEC provides the file of its customers for each individual directory prior to business close date (also available on this site). The CLEC is to notify CenturyTel at least 45 days before business close to ensure that CenturyTel and its designated publisher is prepared to accommodate the file. The file must be supplied in MS Excel or another format that is mutually agreed upon by CenturyTel and CLEC. The listings should include Yellow pages headings for each business customers to be included in the Yellow Pages. If CenturyTel is made aware that the CLEC is providing a one time file, before 45 days prior to business close, a publisher representative may request the listings directly from the CLEC on behalf of CenturyTel when EAS listings from other telephone companies are obtained.

With the one time file process, CenturyTel does not enter the CLEC data into its database. As a result, listings are not provided to the CLEC for review or directly to third party publishers upon request. In the event that DSRs were previously submitted by the CLEC for a particular directory, CenturyTel will direct its support group to remove the CLEC listings from its database to ensure that listings are not duplicated. CenturyTel will also request that a separate distribution file be sent in order to ensure that each CLEC's customer receives a copy of the local CenturyTel directory. **For more information on supplying a one time file, please contact our Directory Services Department,**

<http://business.centurytel.com/business/Wholesale/InterconnectionServices/Contacts/other.jsp#directory>.