



Wholesale Markets

100 CenturyLink Drive
Monroe, LA 71203

Carrier Notification – GN012010

Date: March 12, 2010
To: CenturyLink Wholesale Customers
Subject: ezAccess Decommission

CenturyLink moved entry of all Access and Interconnection orders by its Wholesale customers from the ezAccess system to our new electronic ordering system, EASE, effective January 4, 2010. This change implements a commitment and requirement that was reflected in the FCC's Memorandum Opinion and Order in WC Docket No. 08-238, which was released June 25, 2009, approving the merger of CenturyTel, Inc. and Embarq Corporation, and further notification of this change was sent to each Wholesale Customer on December 5th, 2009.

CenturyLink will continue to make the ezAccess system available to customers for **viewing only**. This will enable customers to be able to access older ASR's that were issued prior to EASE in addition to old FOC's and DLR information. The ezAccess system will be in viewing only mode, meaning that customers will not be able to issue any new ASR activity through that system. The ezAccess system will be available until August 11th, 2010. For assistance getting access to ezAccess, please email OPEX-useraccess.ezaccess@centurylink.com.

The EASE site can be located at <http://ease.CenturyLink.com>. To get access Click on the tab labeled 'VFO' and select 'ASR' as the appropriate option. Once the agent has selected 'ASR', they will see two options for external customers –

- 1) Virtual Front Office (Access Service Request)
- 2) Reference Table Maintenance (Access Service Request)

The analyst will need to select Virtual Front Office to begin the ordering process. For more in-depth training please refer to the online training made available on the CenturyLink Wholesale Website - <http://training.CenturyLink.com/ease/>.

In order to get EASE user IDs, please contact the EASE Helpdesk via email at Helpdesk.Ease@CenturyLink.Com. In addition, each customer may select individuals to be EASE customer administrators which have the ability to set up user IDs for their company.

Please also note that for existing EASE batch customers, ASRs that formerly were entered via ezAccess for legacy CenturyTel services must be submitted via EASE VFO rather than batch except where the order includes legacy EMBARQ territories. For orders that are meetpoint between legacy EMBARQ and legacy CenturyTel, only one ASR needs to be submitted through your existing legacy EMBARQ channel (either batch or VFO).