# **Channel alliance quick reference guide**

**CONTACTS**

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| **CenturyLink Support Contact Information** | **Responsibilities/Tasks** |
| **Customer Account Specialist (CAS Team)**  Name Eric Zelt  Phone 866 440 9372  Email eric.zelt@centurylink.com | Pricing and pre-sales support on NON Channel Integrated (CIE) deals. Also processes order for those deals. Does not deal with renewals, only new business. |
| **Customer Account Specialist (CAS Team)**  Name James Wilson  Phone 855 750-4016  Email james.wilson@centurylink.com | Pricing and pre-sales support on NON Channel Integrated (CIE) deals. Also processes order for those deals. Does not deal with renewals, only new business. |
| **Channel Sales Manager**  Name Deavah Yune  Phone 949-223-3462  Email deavah.yune@centurylink.com | Responsible for managing all business issues relating to Centurylink and CCA. Partners contact their CSM with questions or concerns regarding their membership level, customer contracts, special sales needs and high level product training and support. |
| **Pre Sales Consultant (PSE)**  Name Greg Taylor  Phone 303 707 7025  Email gregory.taylor@ centurylink.com | Pricing and pre-sales support, assistance with CTA migrations, contract renewals, paperwork/contracts assistance. |
| **Account Consultant (AC)**  Name Mary Anne Frank  Phone 206 346 5860  Email maryanne.frank@centurylink.com | Checks on status of **Dedicated** orders, scheduling of turn-ups/activations, billing or services issues support |
| **Service Manager (SM)**  Name Rick Harmsen  Phone 866-228-9156  Email richard.harmsen@centurylink.com | Escalation of any customer service issue. |
| **Retention Specialist**  Name David Wilson  Phone 888-374-9255  Email richard.harmsen@centurylink.com | Generates retention report. |
| **Inside Sales Engineer (ISE)**  Name Josh Goodman  Phone 949-223-3401  Email josh.goodman@centurylink.com | Assists with technical questions on complex order design, pricing and ordering. |

**centurylink Systems**

* **Alliance Exchange** (from within the Access Alliance site click on the Alliance Exchange tab). This tool allows Partners to manage their CenturyLink sales Funnel with real-time updates. It is also the trigger to receive the @ccelerator newsletter. Please refer to the Welcome Letter for log on instructions.
* Questions concerning setting up profiles need to be directed to **JoElla Wise** at [joella.wise@CenturyLink.com](mailto:joella.wise@qwest.com) and Alliance Exchange Funnel questions should be directed to **Dan Ebersole** at [dan.ebersole@CenturyLink.com](mailto:dan.ebersole@qwest.com).

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| **system name** | **system function** | **logon assistance** |
| **Access Alliance Extranet**  [https://onetouch.qwest.com](https://channelalliance.centurylink.com/) | Product info, pricing tools, promotions, WebCore | Follow instructions on Access Alliance for first-time log-in. Contact your On-boarding Project Manager for assistance. |
| **CenturyLinkCentral**  Access via[Access Alliance](https://onetouch.qwest.com) | Pricing, DM & customer account info | [\*\*\*Access via Access Alliance\*\*\*](https://onetouch.qwest.com)  Contact PSC for assistance with pricing/DM. |
| **Web Core QCC (OOR)**  Access via [Access Alliance](https://onetouch.qwest.com) under  “Customer Account” tab | QCC (OOR) Dedicated Order Tracking | Contact PSC |
| **AQCB-QC (IR)**  Must obtain Log-in and Password from  [Mary.Hengen@CenturyLink.com](mailto:Mary.Hengen@qwest.com) – Form required | Provides QC (IR) pricing and contract generation | Contact PSC |
| **OMS-QC (IR)**  <http://ecom2.uswc.uswest.com:50007/oms2/internal_login.html> | QC (IR) Order Entry System | Direct technical questions to:  [omssupport@CenturyLink.com](mailto:omssupport@qwest.com)  888-888-7998 opt 2  M-F 8AM-6PM ET |
| **Control Center-QCC (OOR)**  [http://control.CenturyLink.com/](http://control.qwest.com/) | Network management billing & reporting tool | CenturyLink Control Trouble Support:  1-877-726-6875 or  [CenturyLinkcontrolsma@CenturyLink.com](mailto:qwestcontrolsma@qwest.com) |
| [**LearningQ -** **OnlineClasses**](https://onetouch.qwest.com/EveryOne/TEDSExternal.jsp) https://onetouch.qwest.com/EveryOne/TEDSExternal.jsp | Free training for new and long-term Partners | [education.support@CenturyLink.com](mailto:education.support@centurylink.com) |
| **CenturyLink Referral Program (QRP)**  Access via [Access Alliance](https://onetouch.qwest.com) under “Programs” | Refer QC (IR) opportunities & get up-front payment plus residual | [\*\*\*Access via Access Alliance\*\*\*](https://onetouch.qwest.com) |

**PRICING**

There are two ways to determine pricing:

1. Select the specific product under the “Products and Pricing” tab in Access Alliance. Once you have chosen the product, click on the “Pricing” option in the box on the right.
2. Create a profile and an opportunity for your customer in CenturyLink™ Central and then use the quoting tool to generate professional quotes for your customers. Your PSC can assist you with pricing help and can submit DM requests for you as well.

*\*\*\*For training on how to price, please call your PM. For help with getting a quote or engaging DM/OMR, please contact your PSC.*

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| **pricing tool** | **path** |
| [**Access Alliance**](https://onetouch.qwest.com) – Portal to all products and CenturyLink™ Central | <https://onetouch.qwest.com> |
| **Product Pricer** – All loop pricing, Private Line and CPA | Go to <https://onetouch.qwest.com> then click on “Products and Pricing” tab, then on Product Pricer on the left |
| **AQCB** | Must obtain Log-in and Password from  [Mary.Hengen@CenturyLink.com](mailto:Mary.Hengen@qwest.com) – Form required |

**Contracts & Paperwork**

Always make sure to access the most recent paperwork and contracts on Access Alliance. Do not save them to your hard drive, as the forms and contracts can change quite frequently.

**To access paperwork and contracts:**

* Login to Access Alliance ([https://onetouch.qwest.com](https://onetouch.qwest.com/)).
* Select the “Products & Pricing” link.
* Select the appropriate product.
* On the right side of the page, select “How to Order.” This will pull up a page with the required paperwork and contracts for the product selected.
  + *If you have questions on any of the required contracts, contact your PSC.*
  + *For help in completing the paperwork, contact your PSC/AC.*

**Order Process**

* Complete the necessary paperwork and obtain the customer’s signature on all required forms/contracts.
* Submit QC (IR) orders for DS-1 and below via **OMS**. Orders should be submitted based on customer location to one of the following Service Centers in OMS:
  + QBPP CO,IA,MN,NE,ND,SD - DS-1 and above
  + QBPP CO,IA,MN,NE,ND,SD - below DS-1
  + QBPP AZ,ID,MT,NM,UT,WY,OR,WA - DS-1 and above
  + QBPP AZ,ID,MT,NM,UT,WY,OR,WA - below DS-1
* Submit orders for QC (IR) DS-3 and above (including Frame, ATM) via OMS to your PSC/AC for processing.
* E-mail QCC (OOR) orders to your assigned PSC/AC for processing.
* Switched orders should be sent to the Switched Order Entry Center, not to your PSC/AC.

**Please see below for order submittal info:**

**Switched orders: Are entered into the Intelligent Order Form**

**Via CENTURYLINK™ CENTRAL**

Fax: 800-860-6104

OOE Order Documents Only: 888-329-3226

**QCC Customer Care - Contact Changes**

**Customer Service:**

**800-860-1020 or 800-272-1178**

**These numbers should be used when a Partner wants to call Customer Service. These numbers are GEO routed to split the traffic between the two centers.**

**Hours of Operation: 7am EST to 9pm EST.**   
**Partners calling in will need to be able to identify who the Partner name is associated with the account and verify key account information.**

**1st level escalation: 800-860-1020 ask for Supervisor**

**Switched Orders**

**Are entered into the Intelligent Order Form via CenturyLink™ Central**

**Contract and other paperwork are to be attached within the IOF**

**To inquire, status or escalate an order that has been submitted but has not been completed call 866-411-7277**

**Hours of Operation: 8am CST to 6pm CST**

**1st level escalation: Jade Arrington - 434-316-1248**

**Within 4 business hours of submitting the order you should receive a order received notice. This is for tracking only and does not mean the order has been keyed within 1 business day of receiving the order received notice you should get either an order keyed notice or hold notice. Hold notices should be responded to as quickly as possible and include all information outlined in the notice. Once an order is clean it will be keyed within 1 business day**

**Billing Issues – QCC**

* **Phone**: 800-860-1020 or 800-272-1178 **Email** [qwestbillingwest@CenturyLink.com](mailto:qwestbillingwest@qwest.com)
* **1st Level: Ivan Meggison Phone: 434-316-1249 Email:** [Ivan.Meggison@CenturyLink.com](mailto:Ivan.Meggison@qwest.com)

**QC Billing Issues**

* For AZ, ID, MT, NM, OR, UT, WA & WY email the completed BIC Adjustment Investigation Form to [QBPP.WestBilling@CenturyLink.com](mailto:QBPP.WestBilling@qwest.com)
* For CO, IA, MN, NE, ND & SD email the completed BIC Adjustment Investigation Form to [qbppebilling@CenturyLink.com](mailto:qbppebilling@qwest.com)
* **Premier Business Partners** - [qpremblg@CenturyLink.com](mailto:qpremblg@qwest.com)

**Key to quick processing**

* Fill in the form completely, including a detailed explanation of the request.
* Include all relevant documentation (i.e. contracts, BTNs, order numbers, etc.)
* In the subject field of the e-mail, please fill in the state, followed by a hyphen and the business/company name. Example:
  + WA-Easy Internet
  + MN-Service Enterprises
* This will allow the Billing SDC's to quickly recognize the accounts that they handle and to self-assign.

1st level AZ, ID, MT, NM, OR, UT, WA, WY

* **Supervisor: Catherine Milione Phone: 206-220-1777 Email:** [catherine.milione@CenturyLink.com](mailto:catherine.milione@qwest.com)

1st level CO, IA, MN, NE, ND, SD

* **Supervisor: Sandy Miley Phone: 612-288-6597 Email:** [sandy.miley@CenturyLink.com](mailto:sandy.miley@qwest.com) **Pager: 877-356-9039**

*See Access Alliance under Support -> Operations Support Contacts for additional information and forms*

**Reserve a New Toll-Free Number**

**CenturyLink In-Region Local Service Footprint**

Phone: 800-860-6219

**Commission Hotline**

E-mail: [commissions@CenturyLink.com](mailto:commissions@qwest.com)

Phone: 888-254-2785

**Repair #s**

* **QC** 800-214-8043
* **QCC** 800-524-5249
* **VOIP** 877-878-7543