



CenturyLink Call Center Guide

	All Residential	Phone Number:					
		(866) 655-7419					
S	mall Business	Phone Number:					
CR	IS (Legacy Qwest)	(877) 207-4507					
S	mall Business	Phone Number:					
E	NS (Legacy CTL)	(866)-408-4369					
o ONI V when orde	rs cannot be placed online:	Monday – Friday: 7am – 11pm CT Saturday: 8am – 10pm CT Sunday: 9am – 8pm CT					
ew orders for reside peed changes one Order Process 1. Prepare the c	ntial or small business customers - Warm Transfer - You will be required	Sunday: 9am – 8pm CT I to have the customer on the line during the order proc ng, advise they must stay on the line through the end to					
New orders for reside Speed changes none Order Process 1. Prepare the c finalize the ord Obtain	ential or small business customers - Warm Transfer - You will be required ustomer – Give customer accurate pricir er after the rep completes the order reca CTL Agent ID e your ASAP Username and your Sales Username found in the upper right cor	Sunday: 9am – 8pm CT to have the customer on the line during the order proc ng, advise they must stay on the line through the end to p. Code. New requirement as of Nov 2, 2022 ner of ASAP:					
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and All order information MUST be entered into the							nturyLink						
CenturyLink Authorized Sales Agent Platform				Autho	orized Sales Agent	Authorized Sal		lles Agent Platform	Report FY	Profile			
				Home	Dashboard	Order	Reterral	Phone-in Order		Profile			
					Message Board			Create Phone-		n Order			
Home Dashboard	Order Referral	Phone-in Order	Report	FYI	Profile	WHER	E'S MY TECH	Medium	10/31/	Manage Phone-	in Order		