



CenturyLink Call Center Guide

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| All Residential | Phone Number: (866) 655-7419 |
| Small Business CRIS (Legacy Qwest) | Phone Number: (877) 207-4507 |
| Small Business ENS (Legacy CTL) | Phone Number: (866)-408-4369 |

Use ONLY when orders cannot be placed online:

- New orders for residential or small business customers
- Speed changes

Monday – Friday: 7am – 11pm CT
 Saturday: 8am – 10pm CT
 Sunday: 9am – 8pm CT

Phone Order Process – Warm Transfer - You will be required to have the customer on the line during the order process.

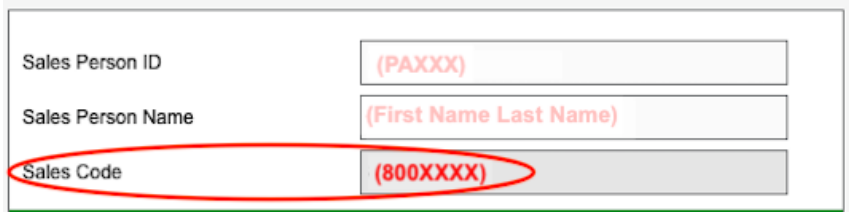
- Prepare the customer** – Give customer accurate pricing, advise they must stay on the line through the end to finalize the order after the rep completes the order recap.
 - Obtain CTL Agent ID

- Provide your **ASAP Username and your Sales Code**. New requirement as of Nov 2, 2022

- Username** found in the upper right corner of ASAP:



- Sales code** found in the first section which is auto populated at order entry:



- Record Order Number and/or BTN**
- Credit Issues or Third Party Verification (TPV)** – If you are asked to drop off the call please respect this request. (Business TPV both legacy Qwest and legacy CTL 844-560-1955)

*** All order information MUST be entered into the ASAP site for Commission tracking***



Home Dashboard Order Referral **Phone-in Order** Report FYI Profile

Home Dashboard Order Referral **Phone-In Order** Report FYI Profile

Message Board

Create Phone-In Order

WHERE'S MY TECH Medium 10/31/

Manage Phone-In Order