



## Ongoing Inventory Management Plan

### CenturyLink Control (*QControl*)

One of the many capabilities of Control Center, CenturyLink's Web-based management tool, is a comprehensive secure Inventory Management tool. Once services are completed through all provisioning and installation steps, complete inventory management will be available to DIR via Control Center. Some services, such as Private Lines, are not available in Control Center. In this case, the CenturyLink Account team will work with DIR to provide an inventory management tool on the secure website created during the implementation project.

Control Center Web Portal provides users with a comprehensive set of communications management tools including Inventory Manager.

**Inventory Manager** provides the ability for customers to view inventory and configurations of your network services including:

- Toll-Free numbers:
  - Call plan configuration details.
  - Make *routing changes* directly.
- CenturyLink iQ Networking®:
  - Circuit details.
  - Manage quality of service (QoS).
- Frame Relay/ATM ports and virtual circuits (VCs):
  - Port and VC detail including port speeds, committed information ranges (CIRs) and data link connection identifier (DLCI) information.
  - Manage your *proactive notification contacts*.
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- Remote Access (formerly Business Dial):
  - List of all user and realm details.
  - Add, modify and delete remote access users.
- PRN locations and networks:
  - View location port speed and details.
  - View enhanced policies including firewall, network address translation (NAT) and class of service (CoS).
- Dedicated Hosting access circuits
- Managed firewalls:
  - Firewall policy details.
  - Control user access to each individual firewall.
- Long-distance:



- Switched long-distance account details.
- Local service:
- Customer service records.
- Ordering and change requests of 1FBs for existing locations.

A. Procedures for routine audits of billing against inventory database for both DIR and Vendor databases;

The Account Team will perform regular service reviews with DIR to reconcile ongoing inventory databases these service reviews will be scheduled at the intervals specified by DIR. The CenturyLink Account Consultant (AC) assigned to DIR will perform ongoing invoice audits by confirming that all new, changed, or disconnected services are reflected accurately on the invoice. If any discrepancies are identified, the AC will research the issue and provide a resolution to DIR that is agreeable to both parties. Once the discrepancy is resolved, any incorrect charges will be debited or credited with a billing ticket. CenturyLink will coordinate a routine audit for billing against inventory databases with DIR. The service reviews will be scheduled at the the intervals specified by DIR.

B. Notification procedures for identified Inventory database discrepancies;

Inventory discrepancies identified by DIR should be brought to the attention of the Account Team via e-mail. The discrepancy will be researched and if found valid, will be corrected within an agreeable timeframe on the nature of the discrepancy. It is CenturyLink's goal to correct any discrepancies as soon as possible however some corrections may take two bill cycles to reflect correctly within the billing system.

C. Remediation procedures and timeframes for corrections to Inventory database.

If any discrepancies are identified, the AC will research the issue and provide a resolution to DIR that is agreeable to both parties. Once the discrepancy is resolved, any incorrect charges will be debited or credited with a billing ticket.