

# Sorry we missed you.

Your CenturyLink technician was here.

CenturyLink Technician Name: \_\_\_\_\_

Employee #: \_\_\_\_\_ Repair Ticket/Service Order #: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

To help expedite our response, please have either technician name, employee number and/or repair ticket/service order number available when you call.

Hi! I was here to: ☐ Install ☐ Repair

☐ Phone Line ☐ Digital TV ☐ Additional Jacks ☐ Other  
☐ Business Line ☐ High-Speed Internet ☐ Additional Line

## Project Status:

☐ Work is complete ☐ I was unable to complete the work because:  
☐ No access to your house/yard/business ☐ Building manager was not available to provide access  
☐ No access to neighbor's house ☐ No adult over 18 was present  
☐ No access to equipment

## What Next?

- ☐ Please call **800.827.0930** so we can complete the work.
- ☐ CenturyLink facilities are located on the premises. Please call **800.827.0930** and refer to the ticket number listed above so we may make arrangements with you for access.
- ☐ A temporary wire has been placed to provide your service. If this wire has not been made permanent by CenturyLink within 30 days (weather and access permitting), please call **877.535.3592**. Or if you reside in:
  - AZ, CO, NM, UT or WY call **877.279.6188**
  - MN, IA, NE, ND, SD call **877.535.3592**
  - WA, OR, MT, ID call **800.566.3009**
- ☐ If your High-Speed Internet Welcome Kit has not arrived by the date your service is scheduled to be turned on, please call the CenturyLink® High-Speed Internet Technical Support Help Line: **800.247.7285**.
- ☐ If you want to access an additional line at a specific jack, please place an order, and we will rewire that jack for a minor additional charge.
- ☐ Our records indicate you do not have a CenturyLink wire maintenance plan or a CenturyLink qualifying package. Therefore, you are being billed a trouble isolation charge because we found no trouble in our network. The trouble appears to be inside your premises. If we need to return to repair the inside problem, an additional charge may apply.

**To request other residence or business installation services, please visit [centurylink.com/refer](http://centurylink.com/refer) and enter my reference code**

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## Notes:

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**CenturyLink®**

## For Home

- **Internet:** Consistently fast Internet with a private, direct connection to our national network
- **Voice:** Clear connections, no dropped calls, and Unlimited Nationwide Calling plans available
- **TV:** An advanced TV experience with 100% digital video and sound – with HD channels available

## For Business

### Scalable solutions for any size business

- **Data Networking/Internet:** Increase network performance and productivity with business-class solutions for any size business, including High-Speed Internet and Cloud Computing
- **Voice Solutions:** Everything your business needs, from IP-based solutions, unlimited domestic long distance plans, local service and audio conferencing
- **Core Connect:** Complete solutions for voice and data. Scalable and flexible enough to meet the needs of any business.

**Click:** [centurylink.com/refer](http://centurylink.com/refer)  
and enter my reference code

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