Change Service (TLS) Circuit ID Repoint Job Aid

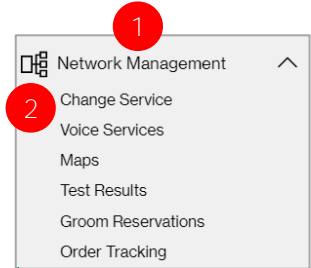**verizon** business

Things to Know

1. The Contract ID associated to the Repoint must be active

2. If the Contract is inactive, please work with your account team to resolve

3. Once resolved

    a. Submit the PNUM change on the UNI order first (order must complete before issuing another)
    b. Submit the EVC PNUM change (order must complete before issuing another)
    c. Issue the Repoint Order

4. When you enter the EVC ID, the system will display the associated UNI or NNI Circuit ID

Start Order

Note: To initiate a Change Order, the order role must be enabled

From the hamburger menu, choose the following options:

1. Click to expand **Network Management**

2. Select **Change Service**

3. Enter existing EVC **circuit ID** on the Search bar and hit enter or click the **magnify icon**

4. Click **Change Services**

Network Management ∧
- Change Service
- Voice Services
- Maps
- Test Results
- Groom Reservations
- Order Tracking

Search

32.VLXP.036745..NY

[Change Services] [Disconnect]

Select	Circuit ID Number ↑↓	Service Location ↑↓	Company ↑↓	Product Offering ↑↓
●	32.VLXP.036745..NY	622 BROADWAY	E2E-VPS-CX1	EVC Standalone

5. Click on **Order Name** to expand this field and create your Order Name aka PON Number (16 characters)

Order Name

Order Name*:	Project ID:

Change Service
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Order Details

1. Click End Points to expand this field
2. Enter the From Endpoint Circuit ID
3. Enter the To Endpoint Circuit ID (the circuit id that you intend to change)
4. Enter Remarks if needed

Click **Finish Changes**

EndPoints

From Endpoint Circuit ID*:

32.VLXP.036745..NY

To Endpoint Circuit ID*:

32.KEGS.021187..NY

Discard

Remarks

> At this time, no additional changes will be allowed on a repoint. A new change order will be needed to address additional changes.

Discard

Back   **Finish Changes**

Quote Summary

Review Repoint Quote Summary

1. Click Save

2. Accept Pricing and budgetary quote acknowledgement

PON REPOINT
Product Selected: Switched E-Line Metro/Regional (TLS)

1 Details — 2 Pricing — 3 Contacts — 4 Delivery — 5 Summary

Quote Summary

Company Name:	Largest Complex Telcom Company	Product:	Switched E-line EVC
Circuit ID:	32.VLXP.038745.NY	Speed:	UNI:1Gbps, Access:200 Mbps
From Location:	100 PARK AVE NEW YORK NY 10017	Performance	Basic
To Location:	100 PARK AVE NEW YORK NY 10017	Contact	FB1100039
Customer VLAN Number	0432		

Pricing: MRC $735.00

Discard   1 Save   2 Accept Pricing

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Contacts

Provide contact details for

- Implementation Contact
- Design Contact
- End Customer (Local Contact)
- Alternate Local Contact

Click **Next**

Contact Details

Requestor Contact:

General Example

Implementation Contact:

Name: Required

Next

> **Note:**
> - The End Customer and Alternate Contact must be different

Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (bolded dates)
3. Click **"Early Acceptance"** Yes/No (Sooner delivery when possible)

Click **Next**

Scheduling Delivery

Calendar	Requested Due Date
Today **29** wednesday	NOV 2023

Early Acceptance: YES / NO

Next

Summary

Review **Order Summary**

- Click to Save Order
- Download order
- Click back to make adjustments

Click **Submit**

Additional Detail:

Use the following link to manage **Sups** & **Milestones**

Common Order Status:
Open- Order saved but not submitted for processing
Submitted- Order submitted for processing
In Progress- Order is being worked
Canceled- Order has been cancelled
Error- There is an error that requires action
Completed –Order is provision complete