Verizon Partner Solutions Exchange

August Release Notes
8.22.22
v.2

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- Introduce quote to order for these products at service locations outside of the United States. This will only be supported with the multi-location quoting function.
- For Switched E-Line, an NNI/Hub will have to be provided for a service configuration outside the US.

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- Support disconnect orders for existing FTTI service in the Verizon Partner Solution Exchange portal.
- For locations not supported by FTTI, Nationwide Business Internet 4G or 5G fixed wireless access availability check will be presented.

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- Switched E-Line (EVPL NNI Stand-alone): Quote to order for this product offering.
- Private Line (MPL, USPL, DAL), VzB non-optimized PIP and non-optimized Wave: Ordering of these products.
- Wave National 3rd Party Cross-Connect: Option to order this product configuration. This will only be supported with the multi-location quoting function.

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- Wave OWS: Quote Authorized (QA) field will be added to give Verizon the authorization to provide a quote that may include special construction costs if needed. The user can choose to deselect this option.

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- Change requests are introduced for Switched E-Line/EVPL, TLS, Dedicated E-Line, VZON, Internet, Legacy Private IP, Legacy Wave and OWS products for the scenarios supported in Verizon Partner Solutions Exchange. Move requests are also supported as applicable to the above products. This is available as of July 18th.
- Disconnect requests will support an expanded retrieval of circuit data, including services that were not ordered via Verizon Partner Solutions Exchange (e.g., DS1). This excludes services with meet point or local transport configurations.

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- Enhance the service ID match results with an expanded inventory option, which a user can select if there is no match from the initial search, in order to proceed with a ticket submission.

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- Introduce the capability to view an existing contract inventory listing in Verizon Partner Solutions Exchange and the ability to request a new contract.

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Internationally-Served Switched E-Line (UNI-EVC Combo and Internet Dedicated +)

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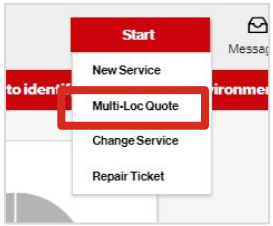
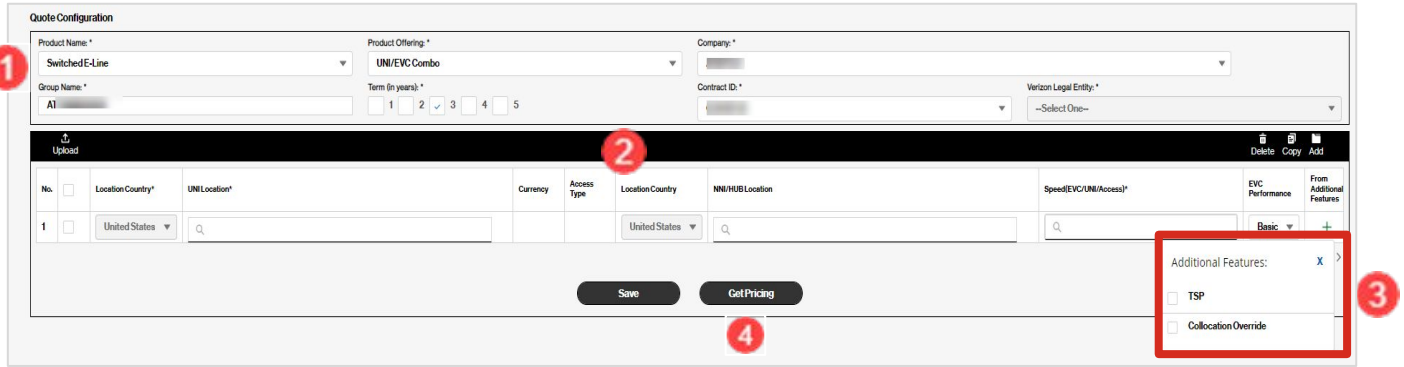
International Ethernet | UNI EVC Combo & Internet Dedicated +

Adding the ability to quote UNI EVC combo and Internet Dedicated + in the Multi Loc quote Journey for International locations.

From the home page: Click Start then, Multi-Loc



1. Select Product Name (this example is of Switched E-Line). Fill in the remaining attributes
2. Enter location information| NNI Location is mandatory for international locations
3. Select Additional Features if applicable (disabled with International locations)
4. Click Get Pricing



Note: Follow Multi Loc quote process and move forward to the Order process as applicable. Circuit ID for NNI hub will need to be provided on the Order.

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Fiber-to-the-Internet (FTTI) & Nationwide Business Internet

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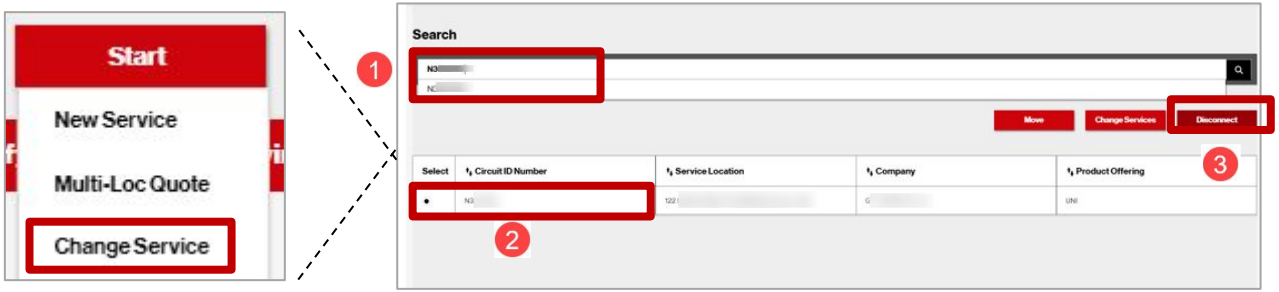
FTTI

Introducing the ability to disconnect FTTI in Exchange. Following the same methodology of placing a disconnect order.



From the Start Button, click Change Service

1. On the Search window, enter the circuit
2. Select the circuit
3. Click Disconnect

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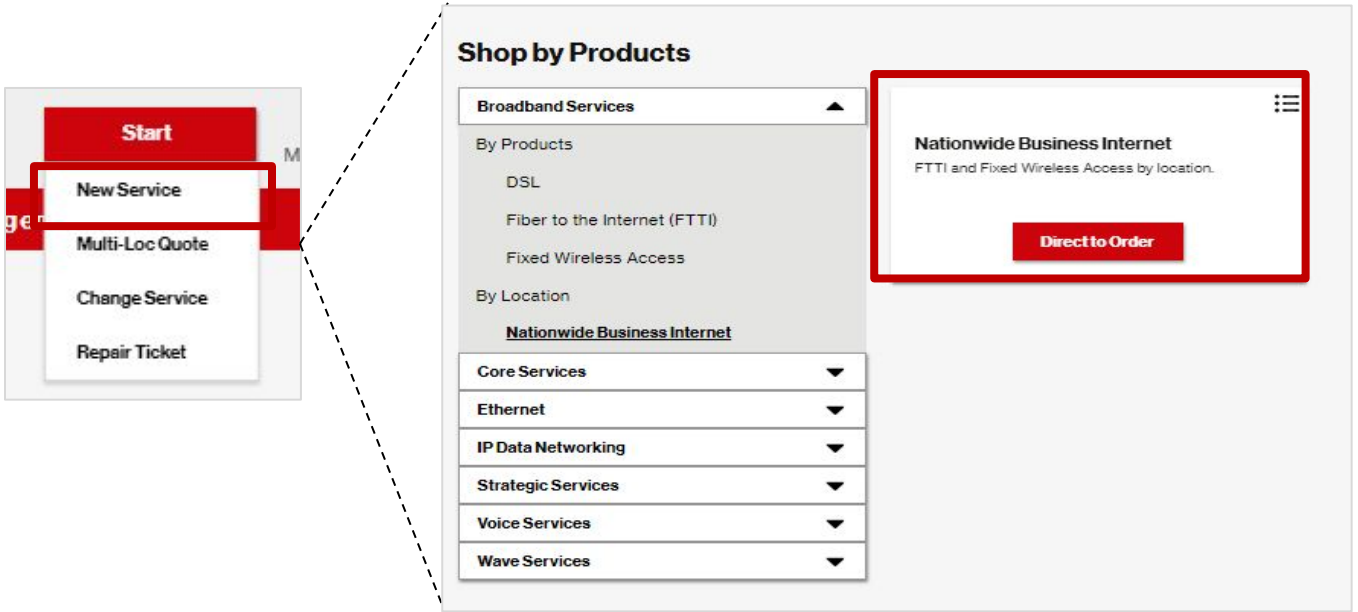
Nationwide Business Internet

For locations not supported by FTTI, Nationwide Business Internet 4G or 5G fixed wireless access availability check is now available in the Verizon Partner Solutions Exchange portal.



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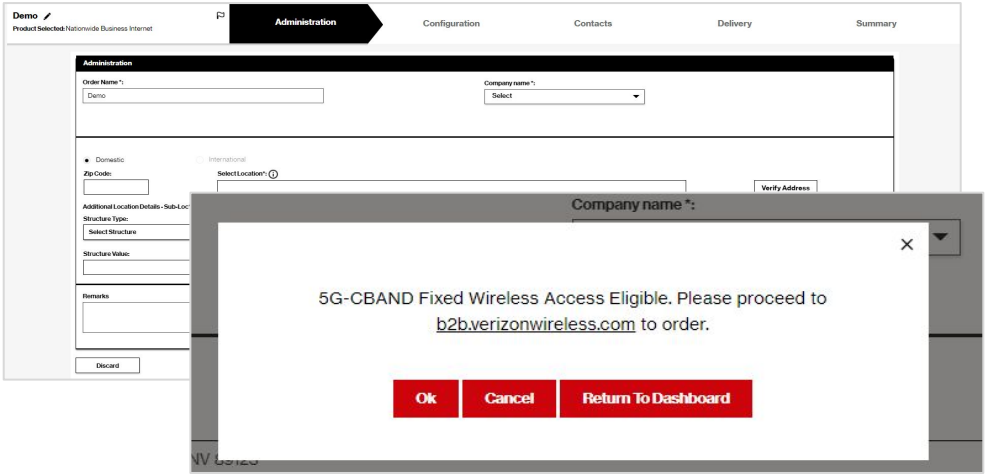
Next Steps

Click the Direct to Order button:

- On the Administration screen simply enter the location and click Verify Address
- Options will appear:
  - **OK**: connects you to the b2b.verizon.wireless.com site to order
  - **Cancel:** clears the pop up and leaves you on the Admin window
  - **Return to Dashboard:** returns you to the Shop by Products window



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More Products

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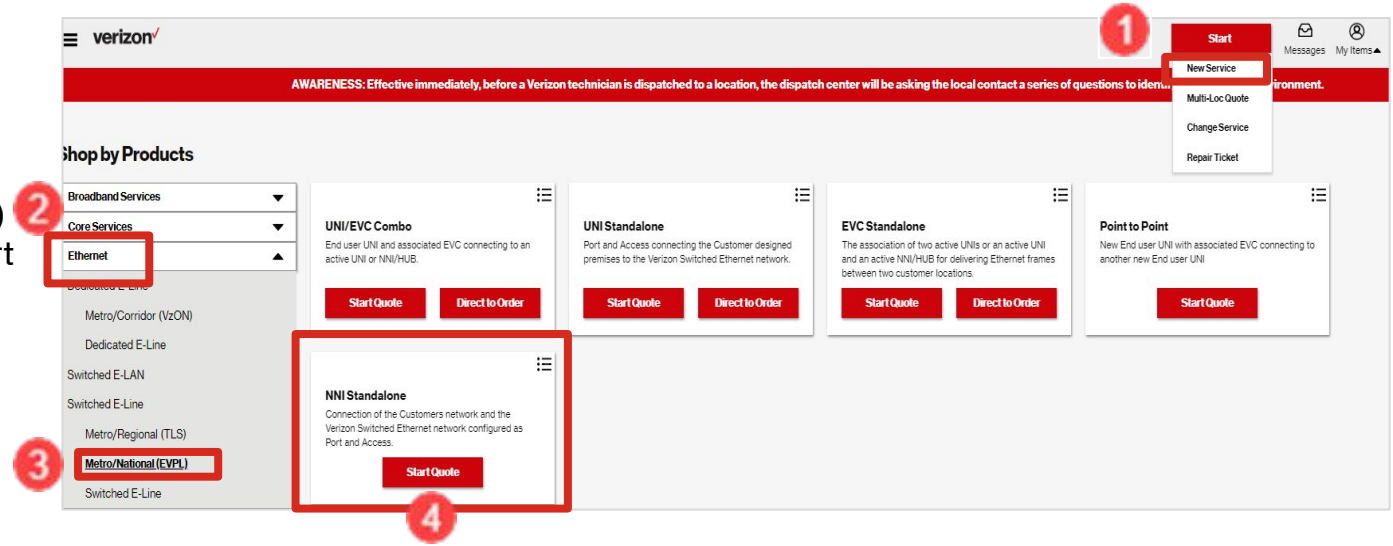
Switched E-Line | EVPL NNI

For the single line quote journey, the addition of the Legacy EVPL NNI

1. New Service
2. Ethernet
3. Metro/National (EVPL)
4. NNI Standalone- Start Quote



Note: Follow single line quote process and move forward to the Order process as applicable.

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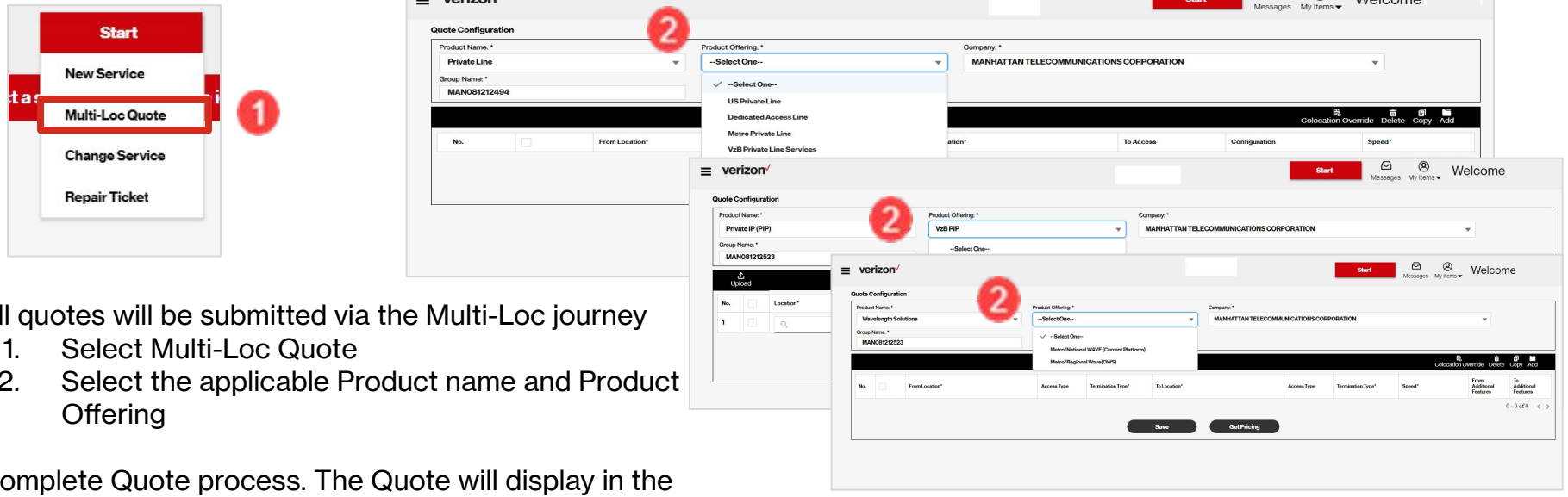
Quote Journey | Multi Location Quote

Private Line (MPL, USPL, DAL)



All quotes will be submitted via the Multi-Loc journey

1. Select Multi-Loc Quote
2. Select the applicable Product name and Product Offering

Complete Quote process. The Quote will display in the Multi Quote Worklist.

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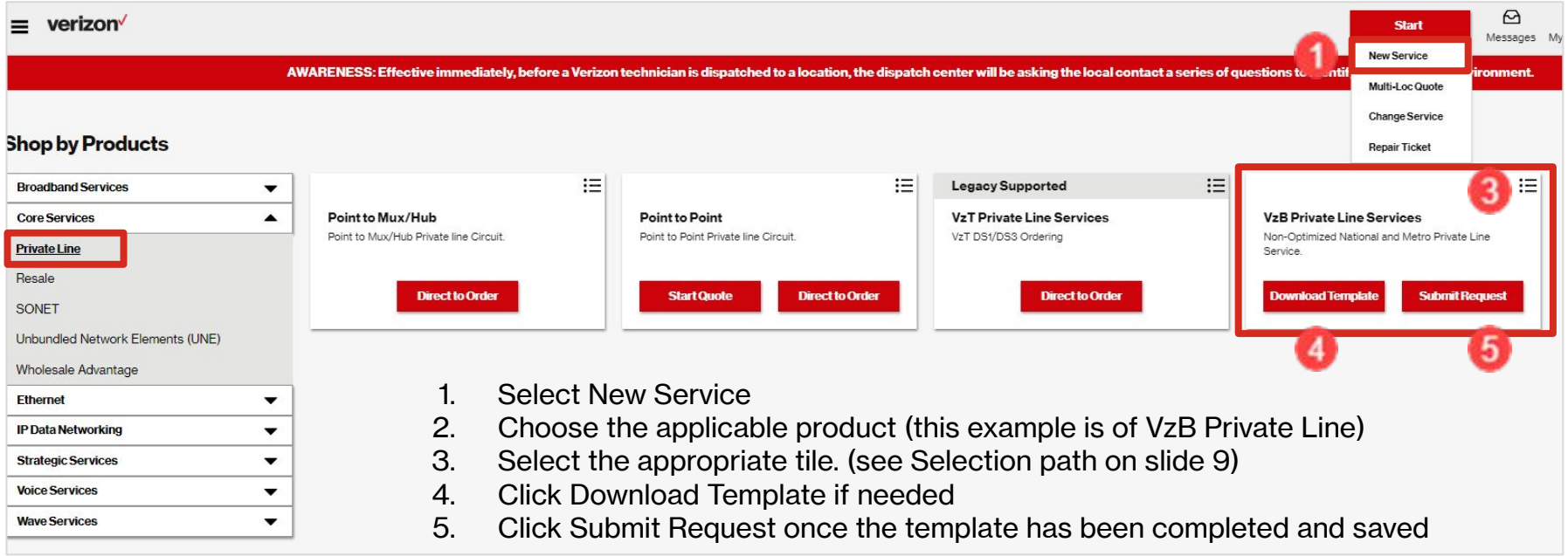
Order Journey | USPL, MPL, DAL, VzB Non-Optimized PIP & VzB Non-Optimized Wave



1. Select New Service
2. Choose the applicable product (this example is of VzB Private Line)
3. Select the appropriate tile. (see Selection path on slide 9)
4. Click Download Template if needed
5. Click Submit Request once the template has been completed and saved

Note: This example is of VzB Private Line

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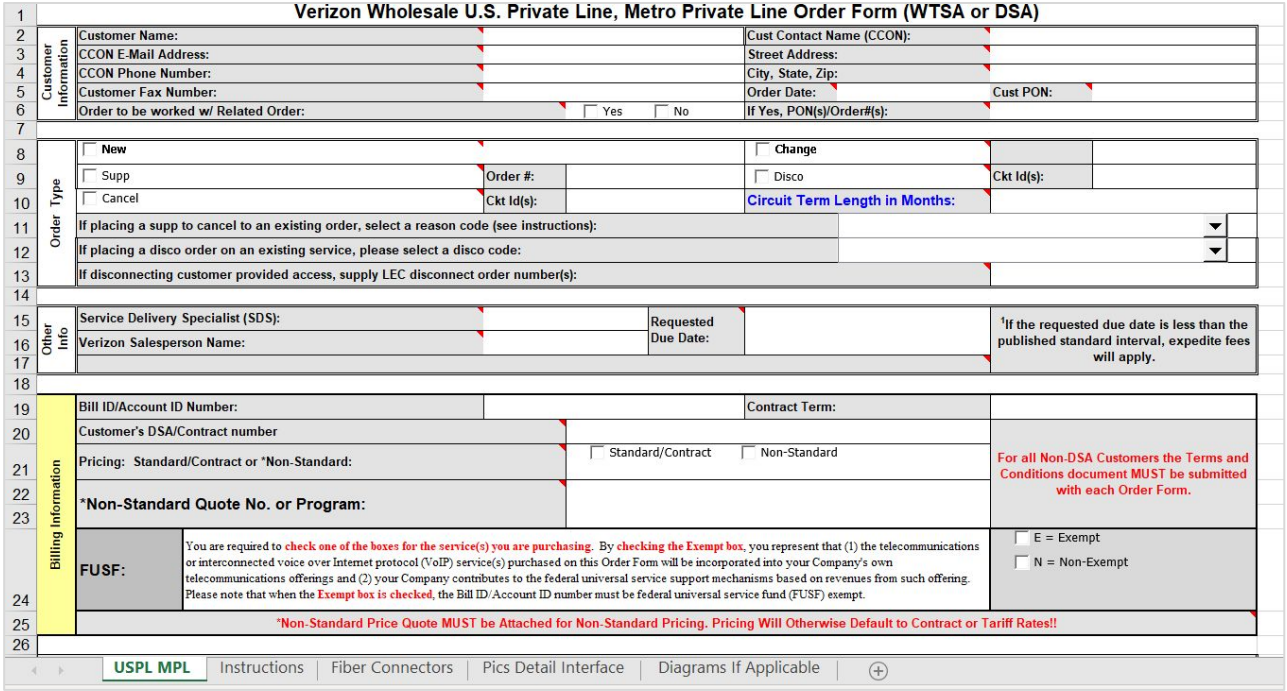
Download Template

Use the Download Template option download it, fill it out and save it to their computer. which will be used in the submit Request option.



Verizon Wholesale U.S. Private Line, Metro Private Line Order Form (WTSA or DSA)

Customer Information	Customer Name:		Cust Contact Name (CCON):		
	CCON E-Mail Address:		Street Address:		
	CCON Phone Number:		City, State, Zip:		
	Customer Fax Number:		Order Date:	Cust PON:	
	Order to be worked w/ Related Order: ☐ Yes ☐ No		If Yes, PON(s)/Order#(s):		
Order Type	☐ New		☐ Change		
	☐ Supp	Order #:	☐ Disco	Ckt Id(s):	
	☐ Cancel	Ckt Id(s):	Circuit Term Length in Months:		
	If placing a supp to cancel to an existing order, select a reason code (see instructions):				
	If placing a disco order on an existing service, please select a disco code:				
	If disconnecting customer provided access, supply LEC disconnect order number(s):				
Other Info	Service Delivery Specialist (SDS):		Requested Due Date:		[1]If the requested due date is less than the published standard interval, expedite fees will apply.
	Verizon Salesperson Name:				
Billing Information	Bill ID/Account ID Number:		Contract Term:		
	Customer's DSA/Contract number				
	Pricing: Standard/Contract or *Non-Standard:	☐ Standard/Contract ☐ Non-Standard			For all Non-DSA Customers the Terms and Conditions document MUST be submitted with each Order Form.
	*Non-Standard Quote No. or Program:				
	FUSF:	You are required to check one of the boxes for the service(s) you are purchasing. By checking the Exempt box, you represent that (1) the telecommunications or interconnected voice over Internet protocol (VoIP) service(s) purchased on this Order Form will be incorporated into your Company's own telecommunications offerings and (2) your Company contributes to the federal universal service support mechanisms based on revenues from such offering. Please note that when the Exempt box is checked, the Bill ID/Account ID number must be federal universal service fund (FUSF) exempt.			☐ E = Exempt ☐ N = Non-Exempt
	*Non-Standard Price Quote MUST be Attached for Non-Standard Pricing. Pricing Will Otherwise Default to Contract or Tariff Rates!!				

USPL MPL | Instructions | Fiber Connectors | Pics Detail Interface | Diagrams If Applicable

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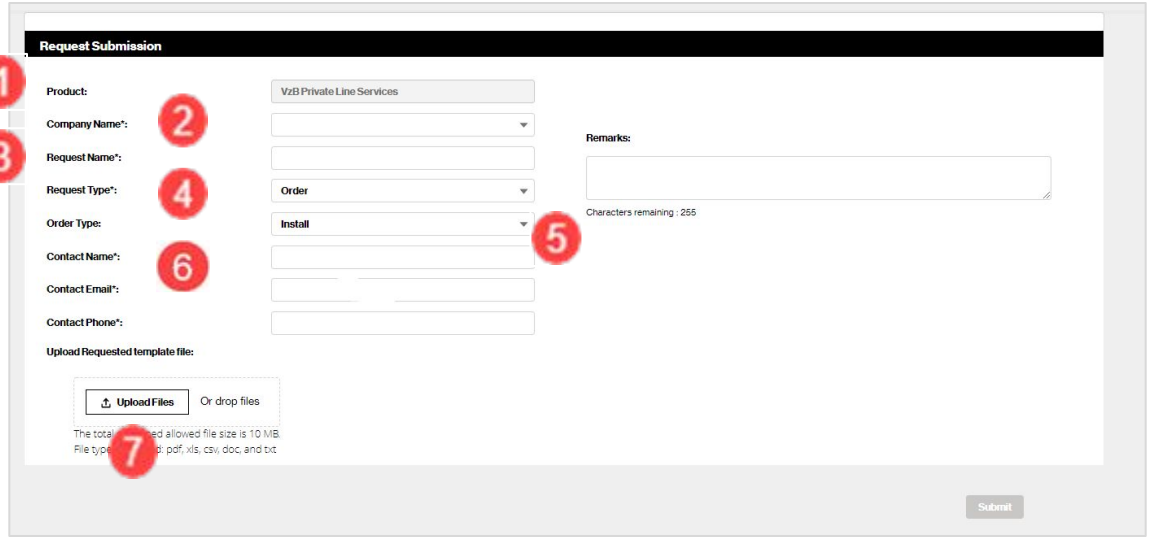
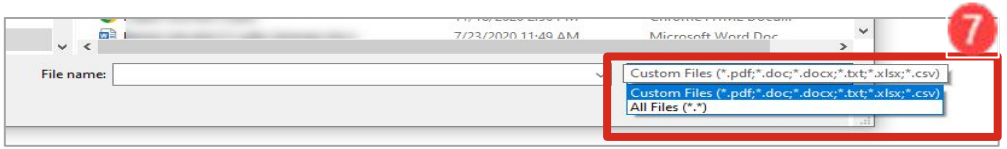
Submit Request

This screen allows the user to define the order/request name and upload template and quote PDF.



1. **Product:** Auto-populated from Tile
2. **Company:** Auto-populated
3. **Request Name:** Customer populated
4. **Request Type:** Order
5. **Order Type:** Install
6. **Contact info:** Auto-populated
7. **Upload product specific template and Quote PDF:** To locate your saved file, be sure to change the file type from “Custom File” to All Files



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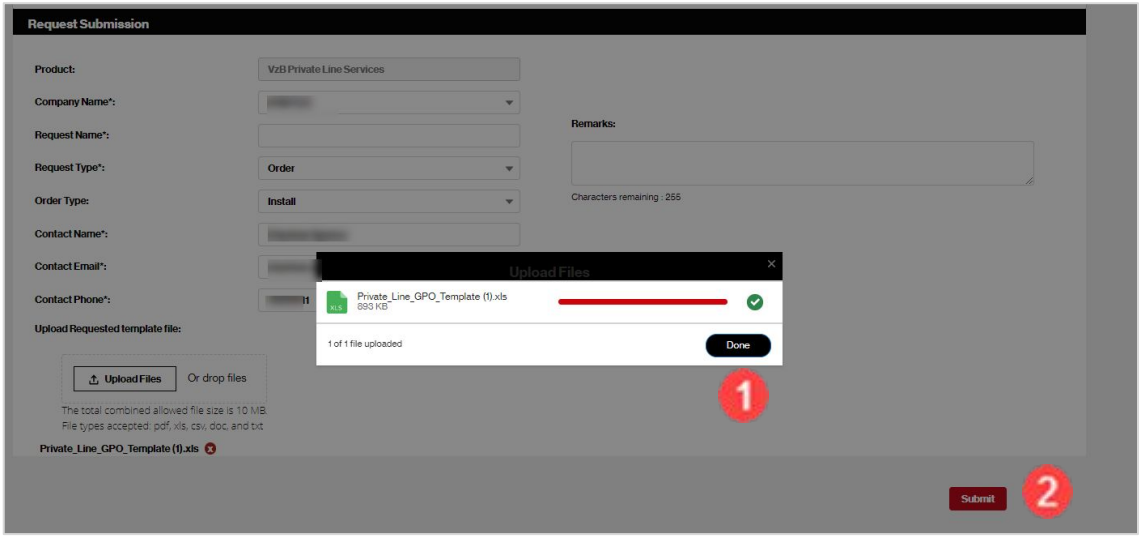
1. Once the file has been uploaded, click Done

2. Click Submit



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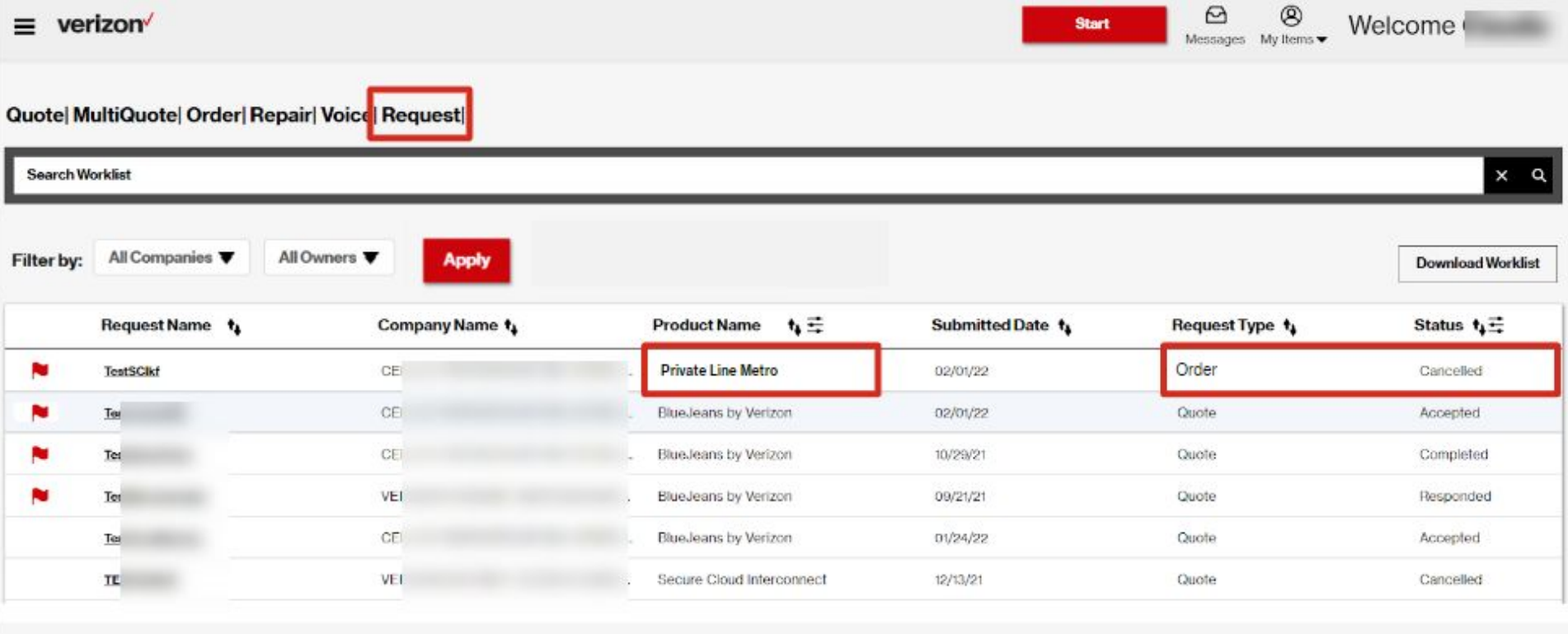
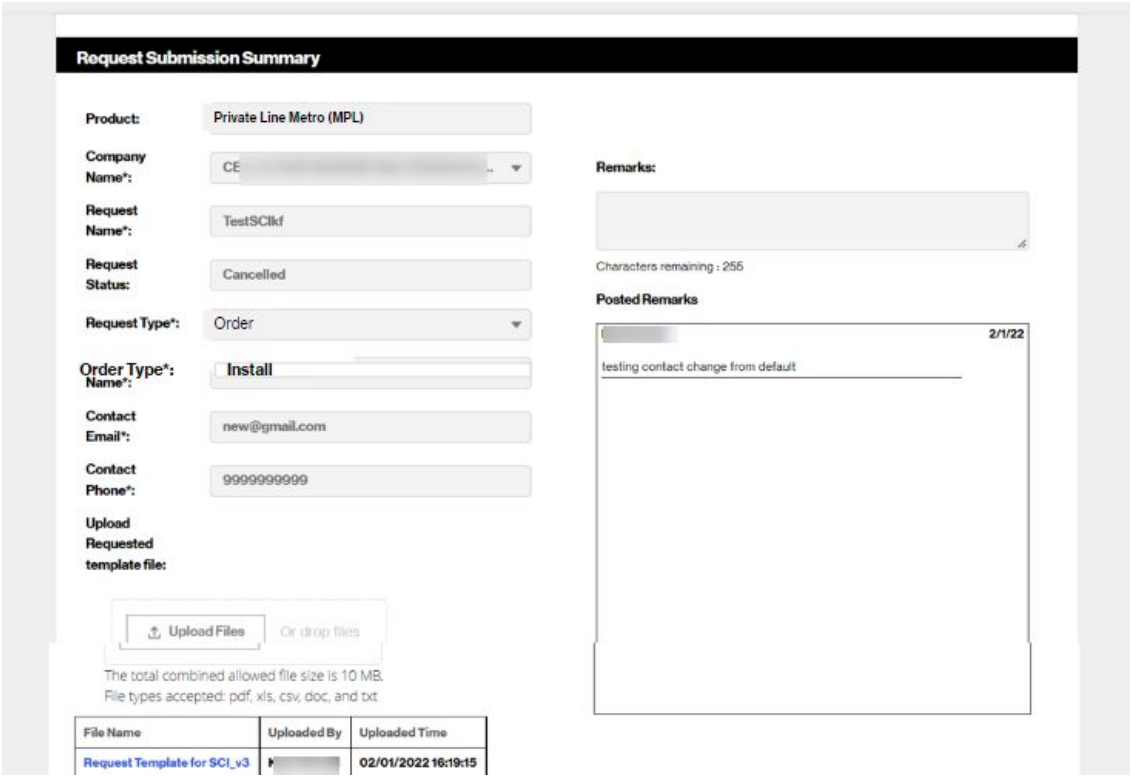


- Customer navigates to the Request Worklist
- Request Type will be ‘Order’
- Milestones will be: Submitted, Accepted, Responded, Completed, Cancelled
- Customer clicks on a Request Name to see more details

The Order Summary page allows users to see the info submitted including files upload and remarks.



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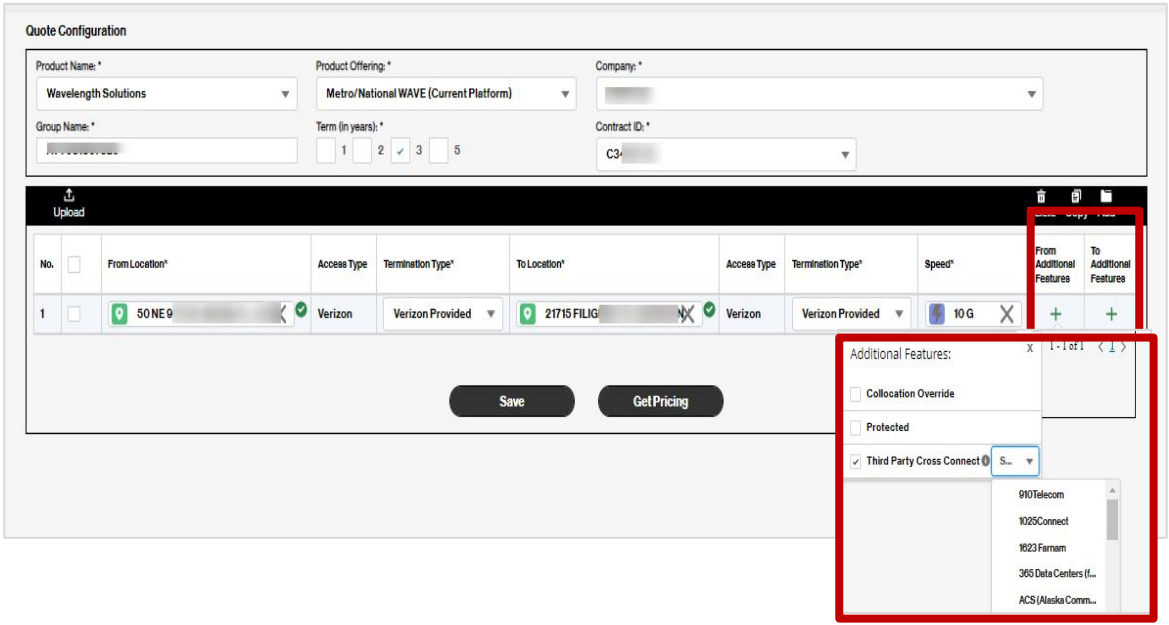
Third Party Data Center Cross-Connect | Multi Quote Journey

Enables Third Party Cross-Connect quoting with 1G/10G/100G National Wavelength Solutions



From the MultiQuote journey, users will have the ability to quote the Third Party Cross Connect for the to and from location.

Upon selecting the Cross connect option, users will click the dropdown to select the data center.

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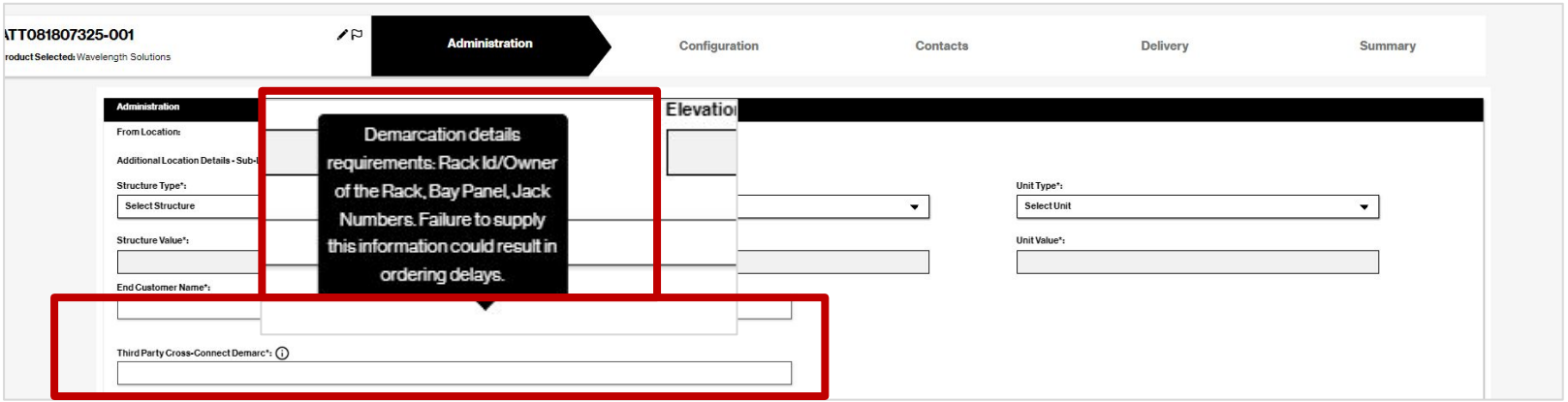
Third Party Data Center Cross-Connect | Order Journey

Third Party Cross Connect Demarcation details will be entered on the order Administration page as applicable (for To and From locations if selected in the quote)



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Ordering Enhancements

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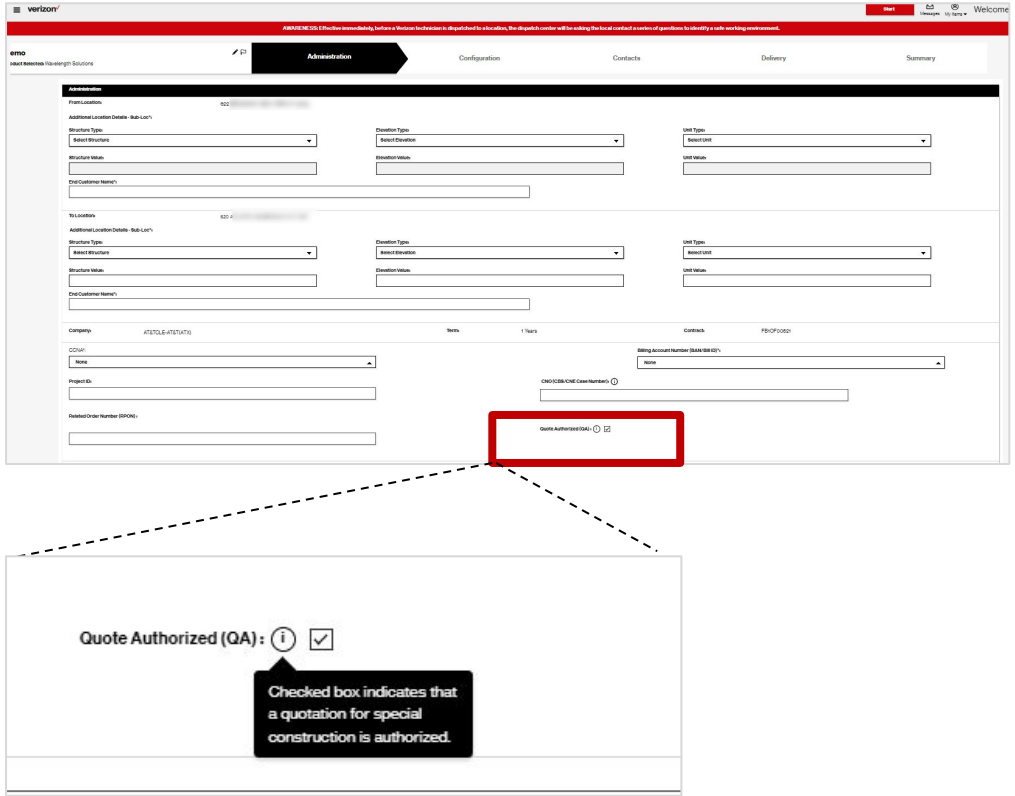
Wave OWS | Quote Authorized Default

From the Order journey, the Quote Authorized field is defaulted to yes, indicating a quotation for special construction is authorized when applicable. The QA checkbox can be unselected.



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Change Services

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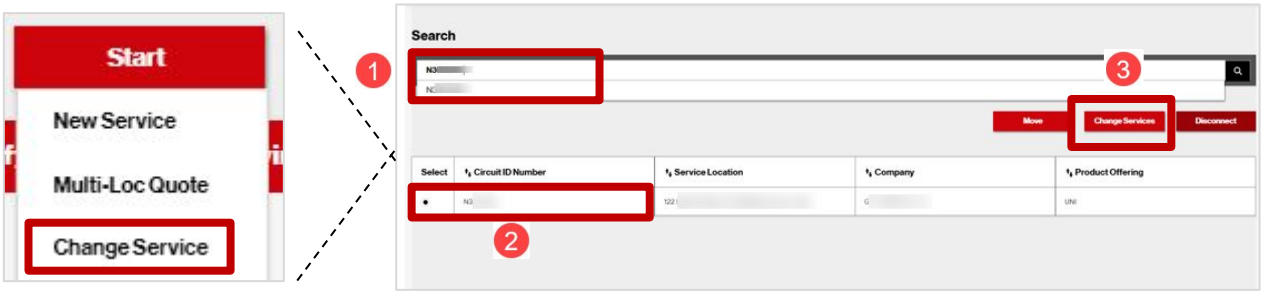
Change Request

As of 7/18/2022, the ability to process a Change and Move request has been enabled for Switched E-Line/EVPL, TLS, Dedicated E-Line, VZON, Internet, Private IP, Wave and OWS.



From the Start Button, click Change Service

1. On the Search window, enter the circuit
2. Select the circuit
3. Click Change

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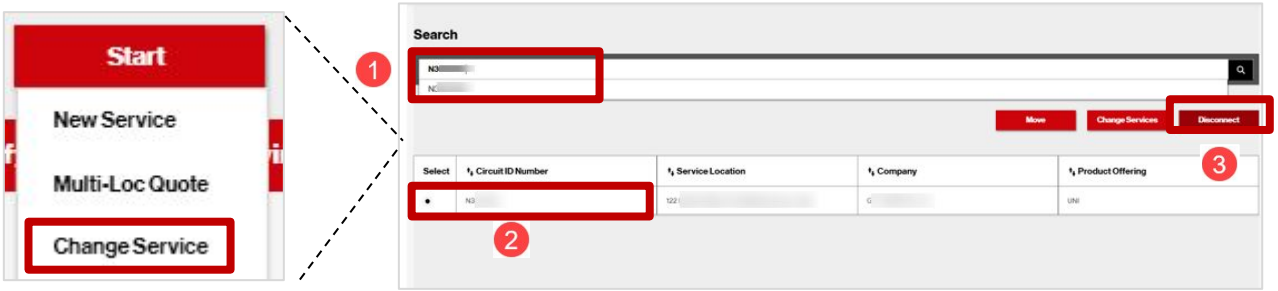
Disconnect Requests

Disconnect requests will support an expanded retrieval of circuit data, including services that were not ordered via Verizon Partner Solutions Exchange (e.g., DS1). This excludes services with meetpoint or local transport configurations.



From the Start Button, click Change Service

1. On the Search window, enter the circuit
2. Select the circuit
3. Click Disconnect

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Create Repair Ticket Enhancement

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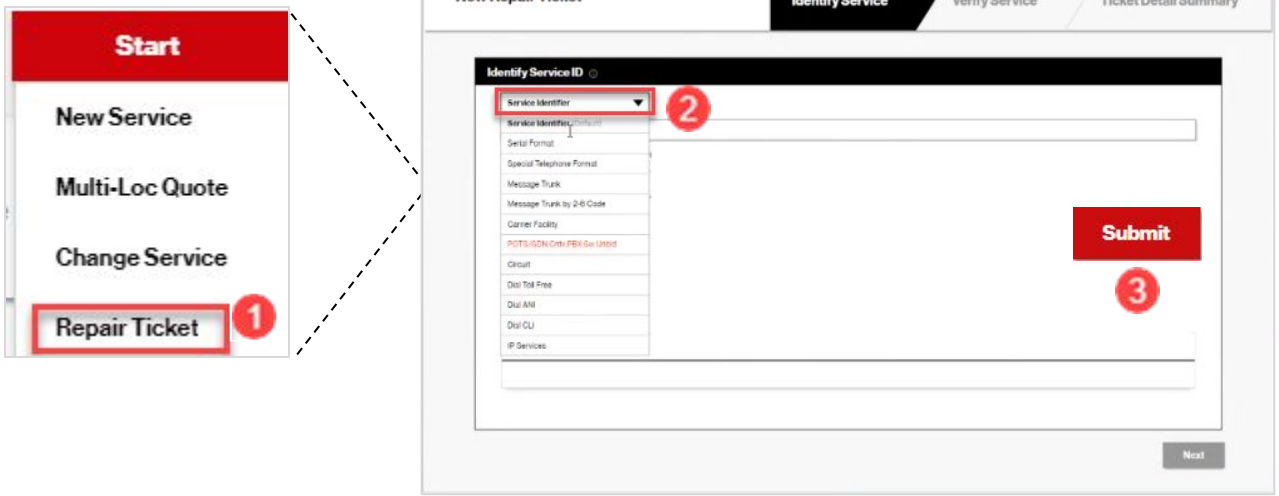
Create Repair Ticket

Enhanced Service ID match results including expanded inventory options, which a user can select if there is no match from the initial default search, in order to proceed with a ticket submission.

1. From the Start Button click Repair Ticket
2. Select the desired Input Option from the Service Identifier drop down menu and input the required information
3. Click Submit once the screen is complete



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Set Up & Contracting Automation

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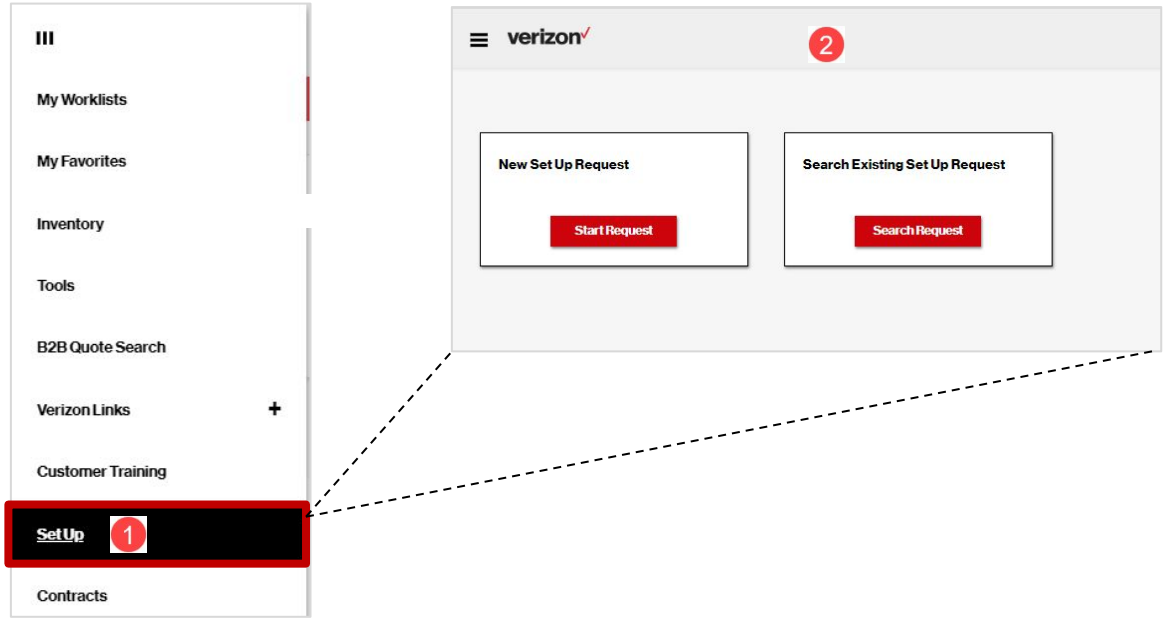
Set Up and Contracting

Initial phase of Set Up functionality provides the ability to request a new contract, view the status of previous contract requests made via Verizon Partner Solutions Exchange and access to view a high-level contract inventory listing.

1. From the Hamburger menu, select Set Up

2. Select appropriate option:
   a. New Set Up Request or
   b. Search Existing Set Up Request



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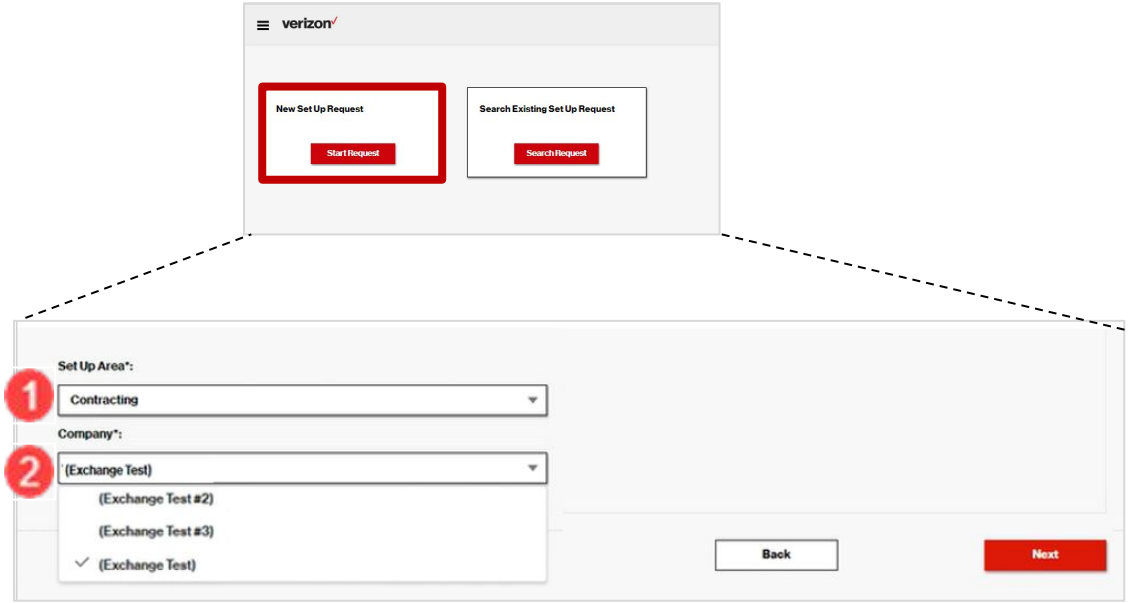
Set Up | New Set Up Request

Requesting a new contract

1. Select Set Up Area from drop down
   Currently only contracting option

2. Select Company
   Legal company names will be presented for the contract

Click Next



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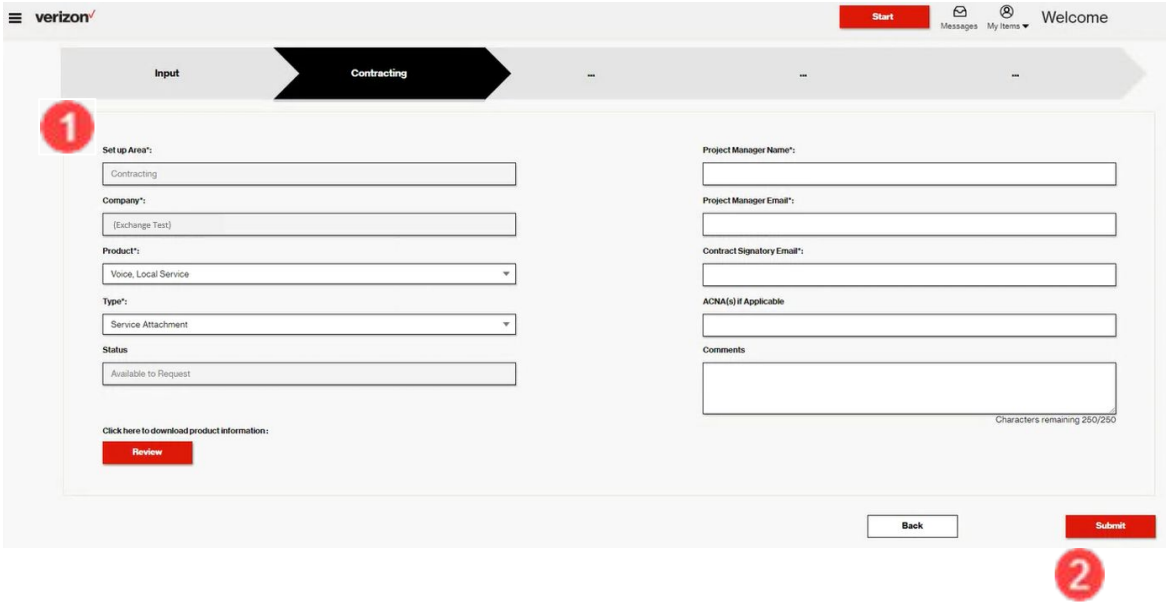
Set Up | New Set Up Request

1. Contracting-Fill out applicable fields **(some fields will be defaulted with the ability to change)**
   a. Set Up Area - populated with previous selection
   b. Company – populated with previous selection
   c. Product
   d. Type
   e. Status – returned from contracting system
   f. Project Manager Name
   g. Project Manager Email
   h. Contract Signatory Email
   i. ACNA (s) if applicable
   j. Comments



Click Submit

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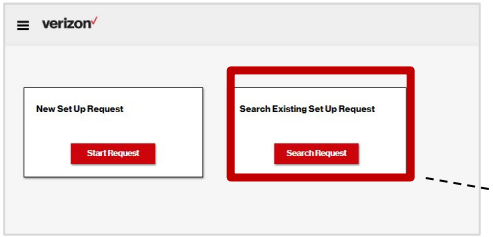
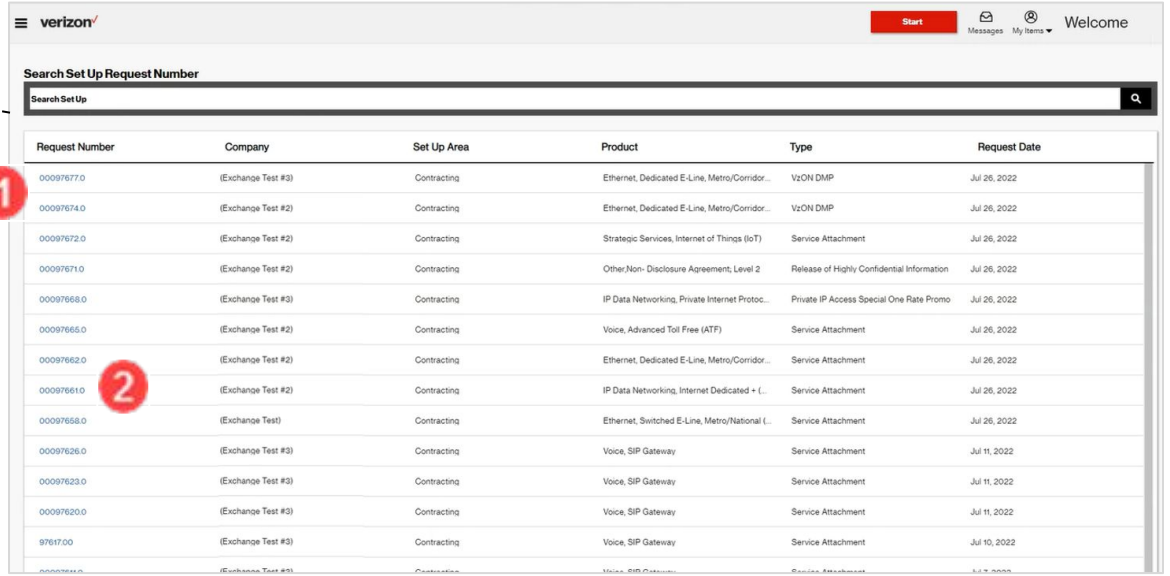
Set Up | Search Existing Set Up Request

Search for a Contract Request previously submitted via Verizon Partner Solutions Exchange





1. Listing of Contract Requests previously submitted using Verizon Partner Solutions Exchange

2. Request Number links to Contract
   Request details

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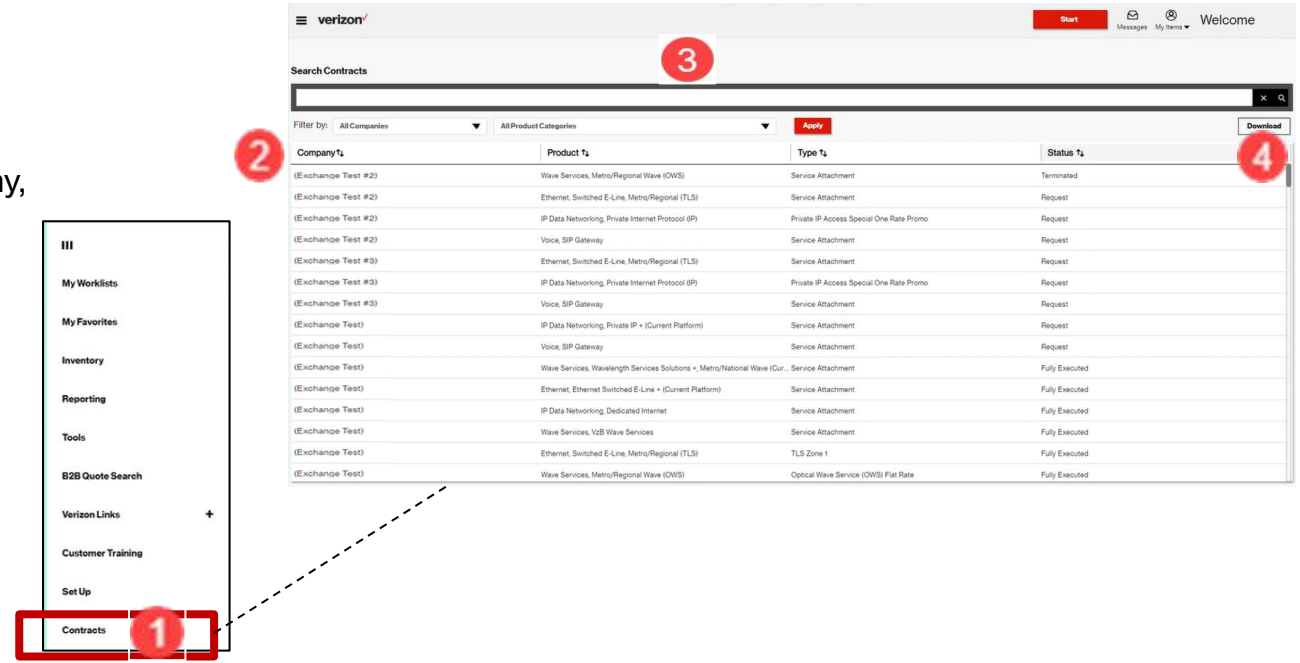
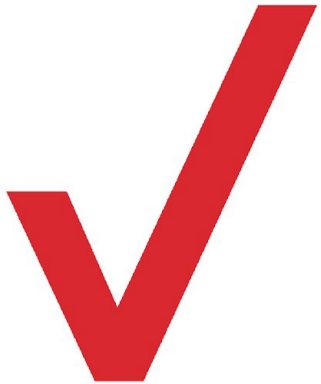
Contract Inventory | High-Level Contract Inventory

Introducing the ability to obtain a listing, not copies, of contracts

1. From the Hamburger menu, select Contracts
2. Inventory listing by Company, Product, Type and Status
3. Search functionality
4. Ability to download the contract inventory list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