



Activation Scheduling Job Aid

Things to Know

Supported products for **Scheduling Activations**

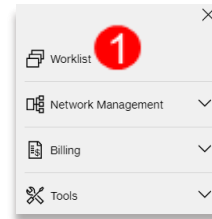
1. Metro National EVPL/Switched eLine
2. Dedicated E-Line
3. Internet Dedicated Ethernet
4. Internet Dedicated Access
5. Private IP (PIP)
6. Wave

Order Status for **Scheduling Activations**

1. The Order Name (aka PON) should be in a **Completed** status in order to schedule an activation

Activation Scheduling

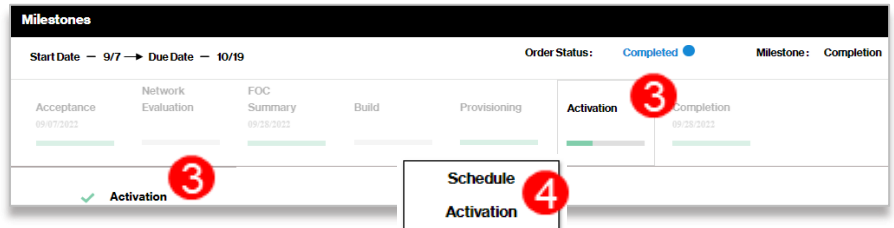
1. From the hamburger menu, click on **Worklist** (choose order worklist)



2. From the Order Worklist, locate the Order Name (aka PON) that requires activation scheduling and click on the Completion Milestone **Status** link

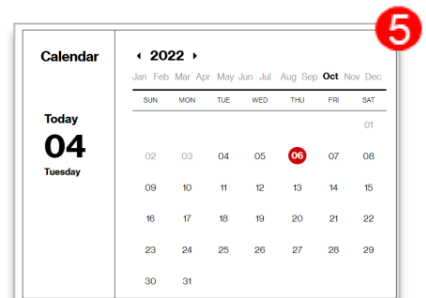
Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
20230127-89504	20230127-89504	Internet Dedicated +	IDS - Tiered	01/30/23	03/14/23	Completed	Completion

3. Click on the **Activation** (major and then minor) milestone box



4. Click on **Schedule Activation**

5. Select the desired **Activation Date** (must be scheduled 48 hrs. from current date)



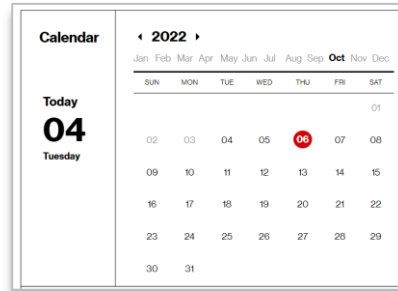


Activation Scheduling Job Aid

Activation Scheduling Continued

6. Choose available **Time Slot(s)** and **Time Zone**

Time Slots: Time Zone:



6. Complete **Details** section:

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Activation Contact: Activation Email: Country Code: Telephone:

Bridge Type: Bridge Number: Passcode:

Comments:

- Activation Contact
- Activation Email
- Country Code
- Telephone
- Bridge Type
- Bridge Number
- Passcode
- Comments

8. Click **Submit**





Activation Scheduling Job Aid

Activation Scheduling continued

- The following status will be displayed after you've scheduled the activation
Activation Schedule Request Pending

Milestones

Start Date - 9/7 → Due Date - 10/19 Order Status: ● Completed Milestone: Completion

Acceptance	Network Evaluation	FOC Summary	Build	Provisioning	Activation	Completion
09/07/2022		09/28/2022				09/28/2022

✓ Activation 1 Activation Schedule Request Pending

Note: The submitted activation request will be reviewed, approved/denied within 24-72 hrs. During the **Activation Schedule Request Pending** status, no changes can be made to the scheduled date. Immediate changes or escalations should be referred to the **Service Delivery** team directly.

Confirm Activation Date

- The confirmed scheduled date for the activation, will display the following details
- Use scroll bar to view all details

Milestones

Start Date - 4/27 → Due Date - 11/2 Order Status: ● Completed Milestone: Completion

Acceptance	Network Evaluation	FOC Summary	Build	Provisioning	Activation	Completion
09/28/2022		10/04/2022		10/20/2022		10/20/2022

✓ Activation 1

✓ Activation Completed 2

Date: 12-06-2022 1

Timeslot: 10:00 EASTERN

Order ID: 59540000

Bridge Number: 866-555-1234

Status: Scheduled

Passcode: 953182

Activation Contact: Verizon Customer

Activation Email: vzcustomer@customer.com

Telephone: 7815551312

Circuit ID: C5000000

Bridge Type: Verizon

Comments: (C3 Process Comment) NA



Activation Scheduling Job Aid

Reschedule Activation

- Once the activation request has been submitted and confirmed, the reschedule button will be displayed
- Use the scroll bar to locate and initiate an activation reschedule

Milestones

Start Date — 4/27 → Due Date — 11/2 Order Status: **Completed** Milestone: **Completion**

Acceptance	Network Evaluation	FOC Summary	Build	Provisioning	Activation	Completion
09/28/2022		10/04/2022		10/20/2022		10/20/2022

✓ **Activation**

✓ Activation Completed

Date: 12-06-2022

Timeslot: 10:00 EASTERN

Order ID: 82640000

Bridge Number: 866-555-1234

Status: Scheduled

Passcode: 953182

Activation Contact: Verizon Customer

Activation Email: vzcusomter@customer.com

Telephone: 7815551312

Circuit ID: C5000000

Bridge Type: Verizon

Comments: (CS Process Comment) NA

1

2

Reschedule

Complete Activation

Upon successful completion of Activation testing, your milestone status will be updated to reflect:

- Activation status
- Activation completion date

Milestones

Start Date — 4/27 → Due Date — 11/2 Order Status: **Completed** Milestone: **Completion**

Acceptance	Network Evaluation	FOC Summary	Build	Provisioning	Activation	Completion
09/28/2022		10/04/2022		10/20/2022		10/20/2022

✓ **Activation**

1 ✓ **Activation Completed**

2 **Activation Completion Date:** 2022-12-06T09:00:00