



Change Service Disconnect Order Job Aid

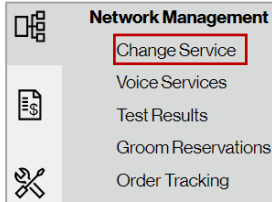


Removing service from Verizon's Network

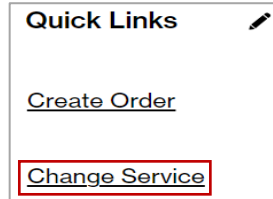
Getting Started

There are **three** ways to initiate a Disconnect Order

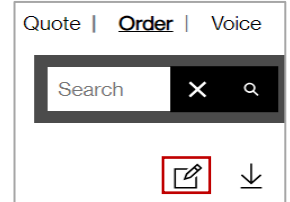
Option 1: From **Network Management**



Option 2: From **Quick Links**



Option 3: From **Order Worklist**



Search

1. On the search window, enter the Circuit ID to be disconnected
2. Select the applicable Circuit ID, hit enter or click the magnify icon
3. Click Disconnect



Notes:

- VzT circuits and Facilities with a Meet Point or Local Transport configuration are not available at this time. Please submit your disconnect request in the Order by ASR portal.
- For UNI or NNI Circuits, the option to disconnect the associated EVCs will be presented.
- For VzT Disconnects up to 5 EVC's can be included in your disconnect order (anything above 5 must be submitted individually)
- To initiate a Change Order, the order role must be enabled

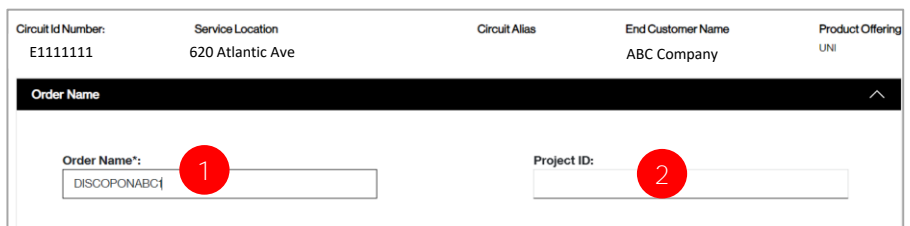
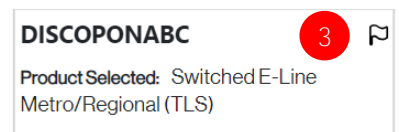


Details

1. Click to expand and add **Order Name aka PON** (max length 16)

Note: For TLS UNI/EVC Combo Disconnects PON max length 13

2. Use **Project ID** to label a group of orders for easier accessibility from the Order Worklist (as needed)
3. Click the **Flag** to move a priority order towards the top of the order worklist (once order is saved)





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Details Continued

4. Add **Remarks**

5. Include the **RPON (Related Order Number)** only if you need to relate a pending Install PON for coordinated implementation.

Note: It is not advisable to enter arbitrary information (a completed PON) in the RPON (Related Order Number) field

Remarks ^

4

Related Order Number (RPON):

5

Click **Next**

Back

Next

Contacts

Provide the following details:

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

Click **Next**

Contact Details

Requestor Contact:

Implementation Contact: **General Example**

Name: Required

Email: Required **Phone:** Required

Design Contact:

Name: Required

Email: Required **Phone:** Required

End Customer (Local Contact):

Name: Required

Email: Required **Phone:** Required

Alternate Local Contact:

Back

Next



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Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (first bolded date)
3. The use of the **“Early Acceptance”** field when issuing a disconnect order is not applicable

Click **Next**

Back **Next**

Summary

Review **Order Summary**

1. Click to **Save** Order
2. Download order
3. Click back to make adjustments

Click **Submit**

Back **Save** **Submit**

Additional Detail:

Use the following link to manage [Supps](#) & [Milestones](#)

Common Order Status:

- New**- A new Quote was submitted to Order
- Open**- Order saved but not submitted for processing
- Submitted**- Order submitted for processing
- In Progress**- Order is being worked
- Cancelled**- Order has been cancelled
- Error**-An Order Error that requires attention
- Completed** -The services are disconnected and the bill is complete.