Change Service (TLS) EVC Speed Upgrade Job Aid

verizon business
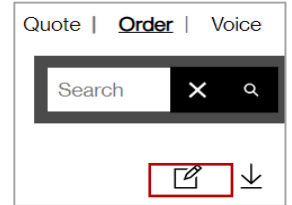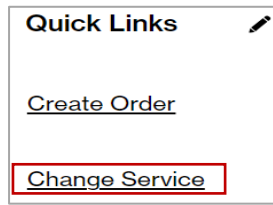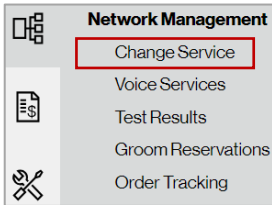
Getting Started

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

There are **three** ways to initiate a Change Order (TLS Upgrade)
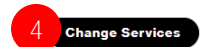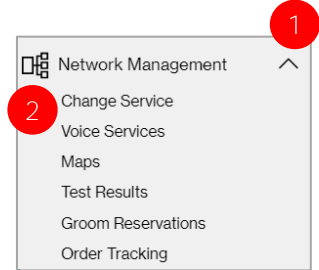
Option 1: From **Network Management**

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

Option 2: From **Quick Links**

Quick Links ✎

Create Order

Change Service

Option 3: From **Order Worklist**

Quote | **Order** | Voice
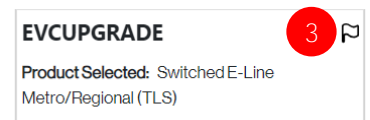
Search ✕ 🔍

Start Order

From the hamburger menu ☰ , choose the following options:

1. Click to expand **Network Management**

2. Select **Change Service**

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

4. Click **Change Services**

Network Management ⌃ (1)
Change Service (2)
Voice Services
Maps
Test Results
Groom Reservations
Order Tracking

Search

(3) 32.VLXP.027502..NY (3) 🔍

(4) **Change Services**

Details

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

EVCUPGRADE (3) ⚐
Product Selected: Switched E-Line Metro/Regional (TLS)

Order Name (1) ⌃

Order Name*:
(1) EVCUPGRADE

Project ID:
(2)

Order Details (continued)

1. Click on **Speed** to modify
2. Enter **Remarks** if needed

Click **Finish Changes**

Speed	^

EVC Speed:

Selected: 10 Mbps

① [10 Mbps] [50 Mbps] [100 Mbps] [+More]

Remarks	^

②

[**Finish Changes**]

Quote Summary

Review Quote Summary Details

1. Click Save

2. Accept Pricing & budgetary quote acknowledgement

Quote Summary

Company Name:	Largest Complex Telcom Company	Product:	Switched E-line EVC
Circuit ID:	32.VLXP.038745.NY	Speed:	UNI : 1 Gbps, 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:			

Pricing: MRC $735.00

① [**Save**]   ② [**Accept Pricing**]

Contacts

Provide contact details for
• Implementation Contact
• Design Contact
• End Customer (Local Contact)
• Alternate Local Contact
Click **Next**

Note:
• The End Customer and Alternate Contact must be different

Contact Details

Requestor Contact:

General Example

Implementation Contact:

Name: [Required]

Delivery

1. Click the appropriate **Month**

2. Select the **Requested Due Date** (bolded dates)

3. Click **"Early Acceptance"** Yes/No (allows Verizon to deliver the service sooner if possible)

Click **Next**

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Summary

Review **Order Summary**

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

Click **Submit**

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

Additional Detail:

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