



# Change Service (TLS) Speed Upgrade UNI/NNI Job Aid

## Getting Started

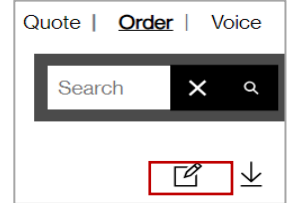
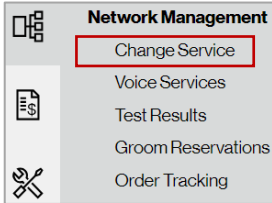
**Note:** To initiate a Change Order, the order role must be enabled. Please open a care ticket or contact [connectivity.management.team@one.verizon.com](mailto:connectivity.management.team@one.verizon.com) for assistance.

There are **three** ways to initiate a Change Order (TLS Speed Upgrade)

Option 1: From **Network Management**

Option 2: From **Quick Links**

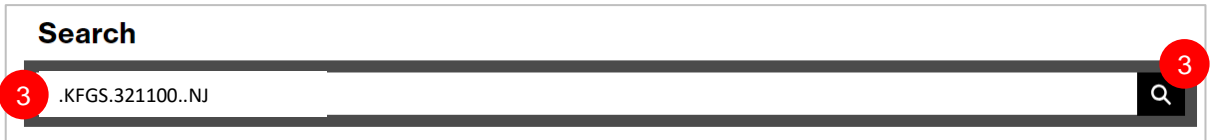
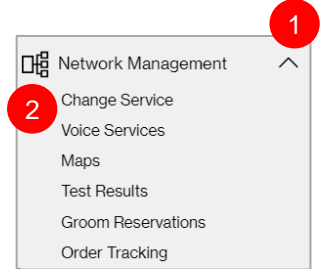
Option 3: From **Order Worklist**



## Start Order

From the hamburger menu , choose the following options:

1. Click to expand **Network Management**
2. Select **Change Service**
3. Enter existing UNI/NNI **circuit ID** onto the search bar and hit enter or click the **magnify icon**
4. Click **Change Services**



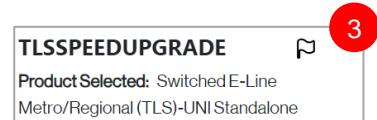
### Note:

- A TLS speed change cannot be initiated against a circuit that has an active EVC
- The backend system will append the Order Name provided and display it as -N and -D
- A 10g upgrade cannot be initiated as a upgrade. It must be submitted as a New Install



## Details

1. Click to expand and add **Order Name aka 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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## Order Details (continued)

1. Click on **Speed** to modify
2. Select appropriate **Speed**
3. Choose **Contract Term**
4. Select appropriate **Contract**

**Speed** 1

UNI Speed: Selected: 1 Gbps 2

Contract Term (in Years): Remaining Month(s): 25 3 5 3

100 Mbps 1 Gbps 10 Gbps +More

Contracts: FB1BN00022 4

Discard

5. Click on **Physical Handoff** to modify
6. Choose **Physical Interface:** Optical | Electrical
7. Select **Fiber Type:** Single | Multi
8. Add Remarks (when applicable)

Click **Finish Changes**, then click **Continue**

**Configuration**

**Physical Handoff** 5

Physical Interface: Optical 6 Electrical

Fiber Type\*: Single 7 Multi

Discard

Additional Location Details-Sub-Loc(Inside Move)

Remarks 8

Back Finish Changes → Cancel Continue

Early Termination Charges may apply based on Master Services Agreement (MSA), Product Schedule, Product Guide, and/or Tariff, as applicable.

## Quote Summary

Review Quote Summary Details

1. Click **Save**
2. Click **Accept Pricing & budgetary quote acknowledgement**

Quote Summary		
Company Name:		Product: Switched E-line UNI
Location:		Speed:
TSP: None		TSP Code:
		Contract:
Pricing:		

Back Save 1 Accept Pricing 2



# Change Service (TLS) Speed Upgrade UNI/NNI Job Aid

## Contacts

Provide contact details for

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

**Note:**

- The End Customer and Alternate Contact must be different

**Contact Details**

Requestor Contact: **\*\*General Example\*\***

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Implementation Contact:

Name:

Click **Next**

**Next**

## 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**

**Scheduling Delivery**

**Calendar**

Today  
**29**  
wednesday

**3**

Early Acceptance:  
 YES  NO

**Requested Due Date**

NOV 2023 - **1**

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	<b>24</b>	25
26	27	28	29	<b>30</b>		

**2**

**Next**

## Summary

Review **Order Summary**

- Click to Save Order
- Download order
- 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 [Supps](#) & [Milestones](#)