Change Service
(VzB Upgrade | Downgrade)
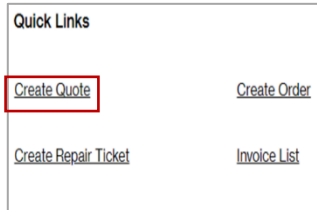# Job Aid

verizon business

Getting Started

There are **three** ways to start a quote before initiating an upgrade Change Order

Option 1: From **Shop**

Shop
Quote
Direct to Order
Service Availability
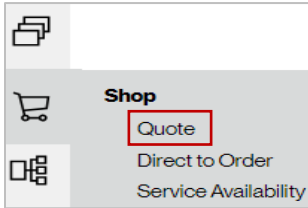
Option 2: From **Quick Links**

Quick Links

Create Quote   Create Order

Create Repair Ticket   Invoice List

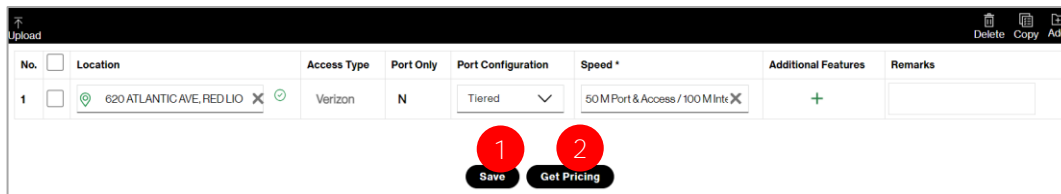Option 3: From **Quote Worklist**

Quoting | Ordering | Voice | Request | Repair

Search Worklist
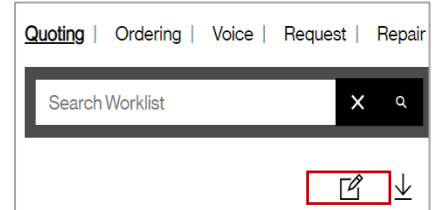
Start Quote

1. Create and Save Quote
2. Get Pricing
3. Download Quote PDF
4. Email Quote to the assigned Account Team for review
5. Await response from the Account Team on when to proceed with Change Service function

Note: The install Quote should NOT be submitted to the Order worklist

Upload   Delete Copy Add

No.	Location	Access Type	Port Only	Port Configuration	Speed *	Additional Features	Remarks
1	620 ATLANTIC AVE, RED LIO	Verizon	N	Tiered	50 M Port & Access / 100 M Inte	+	

Save   Get Pricing

PDF

Things to know for Quote

- If you need to change the entire (Switched | EVPL | Dedicated) E-Line end to end Circuit:
  - Select the Point to Point Product Offering

- If you need to change the EVC and Access Circuit for (Switched | EVPL | Dedicated) E-Line:
  - Select the Combo Point to MultiPoint Product Offering
  - Please include all Circuit ID(s) in the remarks section of the quote

- *To initiate a Change Order, the order role must be enabled*

*This job aid **CANNOT** be used to create an Upgrade change order for TLS, OWS or VzON.*

Change Service
(VzB Upgrade | Downgrade)
Job Aid

verizon
business

Order Details

From the hamburger menu, choose the following options:

1. Click to expand **Network Management**

2. Select **Change Service**

3. Enter existing Port or EVC **circuit ID** on the Search bar and hit enter or click the **magnify icon**

4. Click **Change Services**

Network Management ∧
  Change Service
  Voice Services
  Maps
  Test Results
  Groom Reservations
  Order Tracking
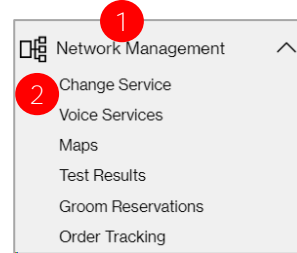
Note: Below are examples of Port & EVC Circuit IDs
Format of EVC/Port Circuit IDs:
VzB Optimized (VRD): C####### (Switched E-Line, Private IP, Internet Dedicated Services, and Dedicated E-Line)

VzB Legacy Internet: u###### (Internet Site ID)
VzB Legacy EVPL: #### (EVPL option 2 - numeric ID); EVPL F&E Option 1: W1X#####

Format of Access Circuit IDs
VZB F&E Option 1: W1X#####; VZB COMS Option 2: EDBXXXXX####
VzB Optimized (VRD): E#######

Search

| u800 | 🔍 |

[Move] [Change Services] [Disconnect]

Select	Circuit ID Number ↑↓	Service Location ↑↓	Company ↑↓	Product Offering ↑↓
●	u80019		ABC Telephone	Internet Dedicated Access

---

1. Click on the **Order Name** to expand this field. Create your Order Name aka PON Number (maximum character length is 16)

Change Service

Circuit Id Number:	Service Location	End Customer Name	Product Offering
u8001		VERIZON	Internet Dedicated Access - Price-Protected

Order Name ∧

Order Name*:	Project ID:

Order Details (continued)

1. Click on **Other Change Type (Do Not Edit Speed Section)** and input the details associated with the change in the description field. Please use the below criteria as a guide

   - For a **Combo** change **(Switched/EVPL/Dedicated E-Line):** Provide the Access Circuit ID and EVC

   - For a **Point to Point Ethernet** change **(Switched/EVPL/Dedicated E-Line)**: Provide both the Access and EVC Circuit IDs

   - For an **Internet Dedicated Ethernet** change**:** Provide the Port & Access Circuit ID

   - For a **PIP** change **(Private IP):** Provide the Port & Access Circuit ID

   - **In addition:** Provide Quote Name and Quote ID for VPS Exchange quote and include the handoff details (ex.1000 Base T) for any new UNI speed along with indicating if there is a hot cut involved (Hot Cut Y/N)

2. Enter **Remarks** if needed

Click **Finish Changes**

Other Change Type	^

Description:

① ***EXAMPLE***Combo Change: Access Circuit ID 123456, EVC Circuit ID 678910 Quote Name/Quote ID:XXXXXX. Change XXX, Handoff XXX, Speed XXX , Hot Cut Y/N, etc.

(Discard)

Remarks	^

②

(Discard)

(Back) (**Finish Changes**)

Contacts

Provide contact details for

- Technical 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**

Technical Contact:

Name*: Employee

Email*: Employee@non.com

(Next)

Change Service
(VzB Upgrade | Downgrade)
Job Aid

verizon business

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	Requested Due Date

1 NOV 2023 ▼   ‹ ›

Today
29
wednesday

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

3
Early Acceptance:
YES   NO

Next

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

Order Summary   **2** ⤓

Order Name:	PONUPGRADE2	Contacts	
Activity:	Change	Technical Contact:	testt ttt
Circuit ID:	u8001989	Local Contact:	xyz
Company:		Alternate Local Contact:	zApPX71sS
		Requested Due Date:	12/04/2023
		Early Acceptance:	NO
		BAN/BAN ID:	05689879
Product	Internet Dedicated Services		
Other Change Type:	use this section to enter the appropriate circuit id details	Additional Sub-Location Details:	
		Remarks:	use this section to enter any additional detail

Additional Detail:

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

Back **3**   **Save** **1**   **Submit**