



# Dedicated Access Line (DAL) Order Job Aid



Supports non-optimized TDM Toll Free / Direct Dialed Dedicated Services.

## Getting Started | Quote

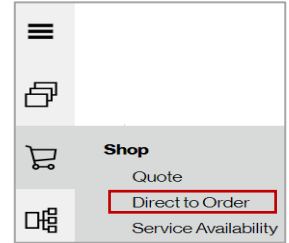
- A Quote must be initiated prior to the order submission process. Please refer to the following Quote Job Aid: **Dedicated Access Line (DAL)**
- Complete the Quote process
- The Quote will be displayed in the Request Worklist once submitted

## Order Process

Note: All required fields are denoted with an asterisk (\*)

From the **Shop** menu, select: **Direct to Order**:

1. Select Product Name: **Private Line**
2. Select Product Offering: **Dedicated Access Line**
3. Select **Company Name**
4. Enter **Request Name** (minimum of 4 characters max of 16)



Product Selection

Product Name*: Private Line <b>1</b>	Product Offering*: Dedicated Access Line <b>2</b>	Company*: <input type="text"/> <b>3</b>
Request Name*: Required <b>4</b>		

1. Request Type: **Order**
2. Choose Order Type: **Install| Change| Move** as applicable
3. Select **Requested Due Date**
4. Enter **Contact Name**
5. Enter **Contact Email**
6. Enter **Contact Phone number**
7. Upload file (\*if a **Template** is needed download from the template icon). A Quote PDF should be uploaded along with template file to limit order delays.
8. Enter **Remarks** if desired

Click **Submit**

Template

Request Type*: Order <b>1</b>	Order Type*: Install <b>2</b>	Remarks: Remarks <b>8</b> <small>Remaining characters 255</small>
Requested Due Date*: MM/DD/YYYY <b>3</b>	Contact Name*: <input type="text"/> <b>4</b>	
Contact Email*: <input type="text"/> <b>5</b>	Contact Phone*: <input type="text"/> <b>6</b>	
Upload Template <b>7</b> <input type="button" value="Upload Files"/> or drop files		

The total combined allowed file size is 10 MB.  
File type accepted: pdf,xls,xlsx,doc,docx and txt

**Submit**

Note: Order will be returned to the Order Worklist



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## Update a submitted Request

From the **Order Worklist**

1. Click the Status link

Order | Quote | Repair | Voice | Request | Availability | Maps

Search Worklist

Filter: **DAL Demo** | All Owners | Private Line | Dedicated Access Line | Apply

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
Demo-ca-53 ord		Dedicated E-Line Metro/Corridor (VCON)	Point to Multipoint	05/03/2024	05/31/2024	In Progress	Accordance

Product Selected: Dedicated Access Line

**2** Edit Order | Cancel Order | Due Date Change

2. Select **Edit Order** to make changes (if needed)
3. Update **Requested Due Date** (if needed)
4. Select **Upload** the revised **template** with a new file name (as applicable)
5. Add **Remarks** (as desired)
6. Use the **Discard** button to exit the request with no changes

Click **Submit** to proceed

Template

Request Type\*: Order | Order Type\*: Install

Requested Due Date\*: 05/31/2024 | Contact Name\*: | Remarks: | 5

Contact Email\*: | Contact Phone\*: | Posted Remarks: Demo order-

Request Status: Submitted

Upload Template | 4 | File Name | Uploaded By | Uploaded Time

Upload Files | or drop files

The total combined allowed file size is 10 MB.  
File type accepted: pdf,xls,rtx,doc,docx and txt

Show History | Discard | 6 | Submit

## Milestones

**Additional Detail:**

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