



Fiber to the Internet (FTTI) Change Order Job Aid

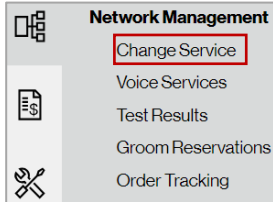


Enables carriers to deliver superior fiber optic Internet connectivity all the way to the businesses they serve

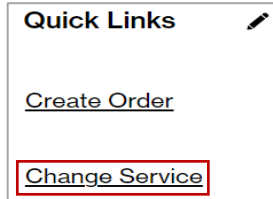
Getting Started

There are **three** ways to initiate a **Fiber to the Internet Change Order**

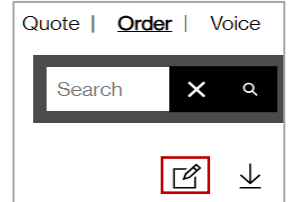
Option 1: From **Network Management**



Option 2: From **Quick Links**



Option 3: From **Order Worklist**



Search

1. On the search window, enter the FTTI Circuit ID
2. Click on the Circuit ID

Click **Change Services**

Search

Notes:

- Circuit ID Format 01.KQXA.000071..VZMD (example)



Details

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

Order Name

Order Name*:

FTTICHGSVC1114

Product Selected: FTTI - Business

Review and determine the applicable changes that are needed from the following

2. Enter **EU Telephone Number** (required)
3. Choose TSP

Admin

End Customer Name: ABC Company

End Customer Telephone Number*:

TSP: None



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Details continued

Review and determine the applicable changes that are needed:

1. Product Availability: FTTI Business | FTTI Consumer
2. Contract Terms: Month to Month | 2 Years
3. Speed: 25 Mbps | 50 Mbps | 75 Mbps | + More
4. Type of Data: Dynamic | Static
5. Static IP Block 1 | 5 | 13 | More (anything over 13 requires additional information)
6. Move Jack Request Yes | No
7. Remarks

Click **Finish Changes**

Admin

End Customer Name:

End Customer Telephone Number*:

COMPANY ABC

TSP:

Product Availability: **1**

FTTI - Business FTTI - Consumer

Speed

Contract Terms: **2**

Speed*: **3**

Selected: 25 Mbps

Configuration

Type Of Data *: **4**

Selected: Static

Static IP Block: **5**

Selected: 13

Move Jack Request: **6**

YES NO

Remarks

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Finish Changes



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Contacts

Provide the following details:

- Implementation Contact
- End Customer (Local Contact)
- Alternate Local Contact
- Multiple IP Block Technical Contact

Click **Next**

Note:

- The End Customer and Alternate Contact must be different

Contact Details

Requestor Contact:

Implementation Contact: * General Example *

Name*:

Email*: Phone*:

End Customer (Local Contact):

Name*:

Email*: Phone*:

Alternate Local Contact:

Name*:

Email*: Phone*:

Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (first bolded date)

Click **Next**

Scheduling Delivery

Calendar

Today
14
Tuesday

Requested Due Date

1 NOV 2023 -

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	24	25
26	27	28	29	30		

Back

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**

Additional Detail:

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

Order Summary		2	
Order Name:	FTTICHGSVC1114	Contacts	
Activity:	Change	Implementation Contact:	sss
Circuit ID:	01.KQXA.001371.VZMD	End Customer(Local Contact):	ddd
Company:	ABC Company	Alternate Local Contact:	fff
Location:	11ST ST RYENY 10580 USA	Multiple IP Block Technical Contact:	bbb
Requested Due Date:	11/16/2023		
End Customer Telephone Number:	9085551212		
Speed:	25 Mbps		
Type of Data:	Static		
Static IP Block:	5		
Contract Terms:	Month To Month		
Product Availability:	FTTI - Business		
Product	Broadband Services		
End Customer Name	123 Company		

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Save 1
Submit

FTTI Ordering Tips

1. Use the "Build Address" process when no sublocations are documented for the specific address
2. FTTI Additional Line should be selected if there is already working service
3. FTTI Migration is not available for use
4. If accessing LSI and Exchange at the same time, open one application in a Chrome browser and the other application in a Chrome Incognito window
5. When configuring the Static IP Block, selecting anything over 13 will require additional details Email DNS, Web, Application and VOIP Servers