



Fiber to the Internet (FTTI) Disconnect Order Job Aid

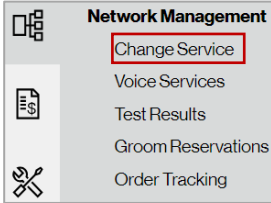


Enables carriers to deliver superior fiber optic Internet connectivity all the way to the businesses they serve

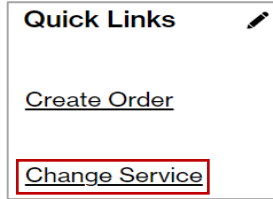
Getting Started

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

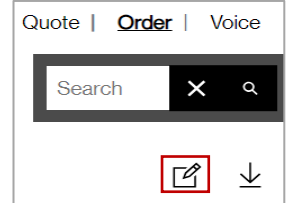
Option 1: From **Network Management**



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 **Disconnect**

Search

01.KQXA.313161..VZNY

Notes:

- Circuit ID Format 01.KQXA.313161..VZNY (example)



Details

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

Order Name

Order Name*:

FTTICHGSVC1114

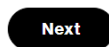
Product Selected: FTTI - Business

2. Add Remarks (as applicable)

Remarks

Remarks:

Click **Next**





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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

Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date**
3. Click **“Early Acceptance”** Yes or No

Note: Choose **“Yes”** if you wish to accept delivery of the circuit prior to the **Requested Due Date** (if an earlier delivery is possible)

Click **Next** to proceed

Back Next

Summary

Review **Order Summary**

1. Click to Save Order
2. Assign Order (if needed)
3. Download order
4. Click back button to make adjustments

Click **Submit**

Additional Detail:

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

4 Back 1 Save Submit