



Fiber to the Internet (FTTI) Order Job Aid



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

Getting Started

From the **Shop** menu, click **Service Availability**



Availability Configuration

1. Select Product Name: **Broadband Services**
2. Select Product Offering : **Fiber to the Internet**
3. Choose **Company Name** from the drop down
4. Modify **Group Name** if needed, (minimum of 4 characters maximum of 12)

Availability Configuration

Product Name* Broadband Services 1	Product Offering* Fiber to the Internet (FTTI) 2	Company* ABC Telephone 3
Group Name* FTT103112203 4		

1. Enter **Location** (access the [Data Library](#) to view pre validated address locations for FTTI)
2. Enter **Sublocation Information**: Structure, Elevation, Unit (If needed)
3. Click **Save** (optional)

Click **Availability**

Upload

No.	Location* 1	Sub-Location Information(Structure, Elevation, Unit) 2
1	393 AMARST	

Records Per Page 10 1 of 1 Previous 1 Next

3 Save Availability

1. View results below to **determine FTTI eligibility**
2. Click the outer box, then click **Download** to view all address locations on a csv file
3. Click **Availability** to refresh page
4. Click **Add Address** (to add a new location within the Local Service Interface)
5. Click outer box to **Edit/Group**
6. Click the outer box to **Delete** the transaction
7. Click **Submit** (move the availability transaction to Order)

RequestID	Location	Sub-Location Information	FTTI Available	Existing Service at Location	Max Speed	Status	Expires
FTT103112203-001	393 AMARST	NA	Yes	Yes	2 Gbps / 2 Gbps	Open	01/29/2024

Download **2** availability.buttonTitles.refresh **3** Add Address **4** Edit Group **5** Delete **6** Submit **7**



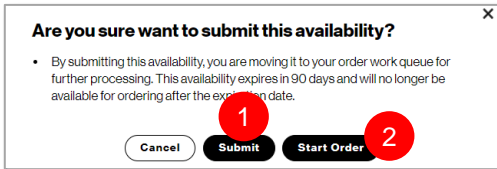
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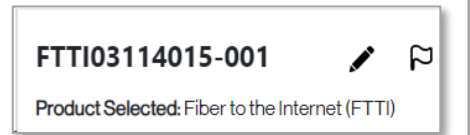
Availability Continued

1. Click **Submit** (this action moves the availability transaction to the Order Worklist to be processed at a later time) or
2. Click **Start Order** (this action allows you to immediately begin working on the order)



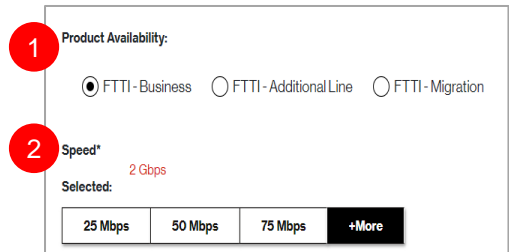
Configuration

- Click the pencil to modify the Order Name aka PON (Max length is 16)
- Click the Flag to move a priority order towards the top of the order worklist (once order is saved)



Make the following selections

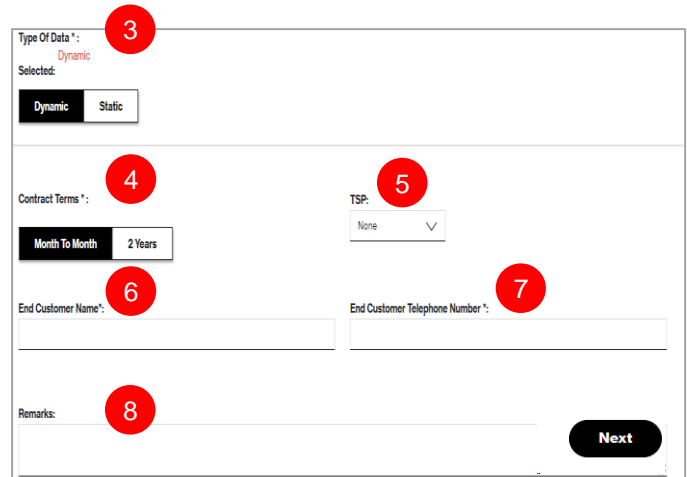
- 1 Choose **Product Availability**: FTTI Business, FTTI Additional Line(only use when there is working svc), FTTI Migration



For FTTI Migration, the following steps must be taken:

- Step 1: Contact Verizon to Disconnect existing Fios service and request an extended due date
- Step 2. Submit FTTI Migration Order following the steps below using the same Requested Due Date as the Disconnect Order

2. Choose **Speed**
3. Select **Type of Data**: Dynamic, Static
4. Contract **Terms**: Month to Month, 2 Years
5. Select **TSP**
6. Enter **End Customer Name**
7. Enter **End Customer Telephone Number**
8. Add **Remarks** (if needed)



Click **Next**



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Contacts

Provide the following contact 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

The screenshot shows a 'Contact Details' form with the following sections:

- Requestor Contact:** Name* (Required), Email* (Required)
- Implementation Contact:** Name* (Required) with the value '* General Example *', Email* (Required)
- End Customer (Local Contact):** Name* (Required), Email* (Required)
- Alternate Local Contact:** Name* (Required)

Next

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

The screenshot shows the 'Schedule Delivery' interface with the following elements:

- Calendar:** Shows 'Today 31 Tuesday'.
- Requested Due Date:** A calendar for 'October 2023' with a red circle '1' over the month name and a red circle '2' over the 10th.
- Early Acceptance:** A checkbox labeled 'Early Acceptance:' with a red circle '3' over the 'YES' button.
- Preferred Appointment Time:** A dropdown menu currently set to 'None'.

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**

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](#)

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