



# Internet Dedicated Ethernet Change Service Job Aid

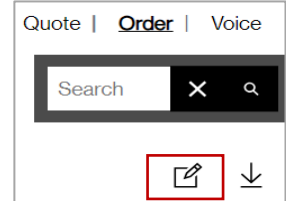
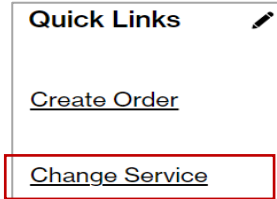
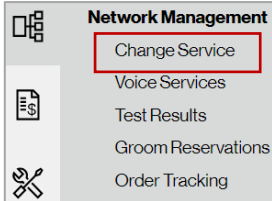
## Getting Started

There are **three** ways to initiate a Change Order for a Configuration, Handoff or Inside Move

Option 1: From **Network Management**

Option 2: From **Quick Links**

Option 3: From **Order Worklist**



**Note:** For a Speed upgrade or downgrade, please refer to the [VzB Upgrade Job Aid](#)

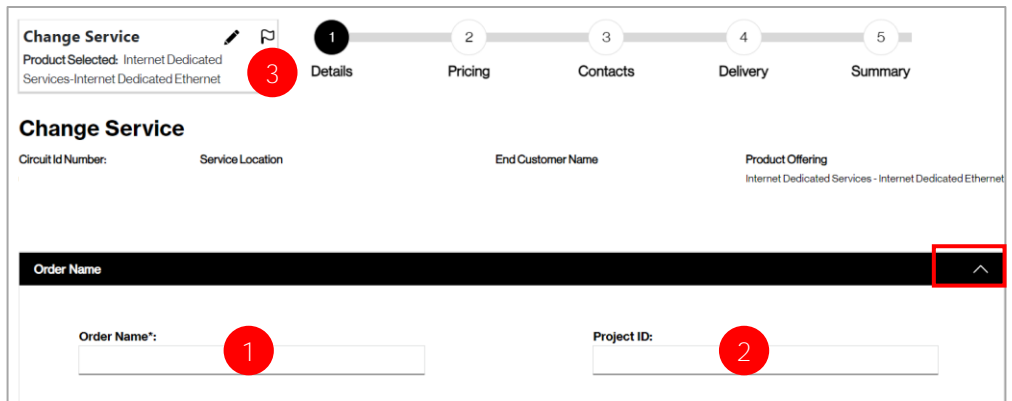
## Search

1. On the search window, enter the Service Order ID, Site ID or Billable ID (Example: U8001111)
2. Select the applicable Circuit ID, hit enter or click the magnify icon
3. Click Change Services



## Details

1. Click to expand and add **Order Name aka PON** (max length 16)
2. Use **Project ID** to label a group of orders for easier accessibility from the Order Worklist (as needed)
3. Click the **Flag** to move a priority order towards the top of the order worklist (once order is saved)





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## Details (continued)

- Expand the **Configuration** section to modify DDOS, IP addressing or QoS
  - DDOS Shield: Select check box to add/remove DDOS Shield
    - Quote summary page will display pricing when you add DDOS
    - This feature also requires LAN IP space
    - Indicate Routing Protocol: Static or BGP (if BGP is selected, provide ASN # in remarks)
  - IP Addressing (use the remarks section to specify additional IP space that is needed)
  - Quality of Service (QoS): Choose appropriate configuration option

Configuration

DDOS Shield:

IP Addressing:

Routing Protocol:

Quality of Service (QoS):

Discard

- Expand the **Physical Handoff** section to modify the interface

Physical Handoff

Physical Interface\*:

Optical Electrical



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## Details (continued)

6. Expand the **Additional Details** to change the sublocation details. See [Inside Move Order Job Aid](#)

Additional Location Details - Sub-Loc(Inside Move)
6
⌵

<b>Structure Type:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Select Structure"/>	<b>Elevation Type:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Select Elevation"/>	<b>Unit Type:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Select Unit"/>
<b>Structure Value:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text"/>	<b>Elevation Value:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text"/>	<b>Unit Value:</b> <input style="width: 90%; border: 1px solid #ccc;" type="text"/>

7. Expand **Other Change Type or Remarks** section to add a written description of the changes which must also match the screen selections (where applicable)

Other Change Type
7
⌵

Remarks

Click **Finish Changes**



## Contacts

Provide contact details for

- Technical Contact
- End Customer (Local Contact)
- Alternate Local Contact

Click **Next**

Contact Details
⌵

Requestor Contact: **\*\*General Example\*\***

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Technical Contact:

Name\*:

Email\*:





# Internet Dedicated Ethernet Change Service Job Aid

## 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**

## 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 provisioned and Bill Complete

### **Additional Detail:**

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