



Internet Dedicated + Change Service Job Aid

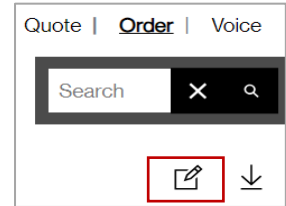
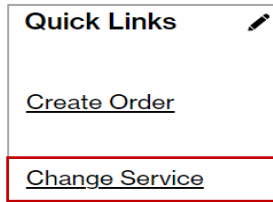
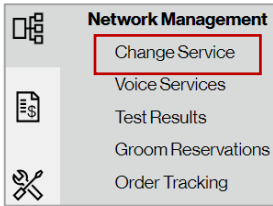
Getting Started

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**

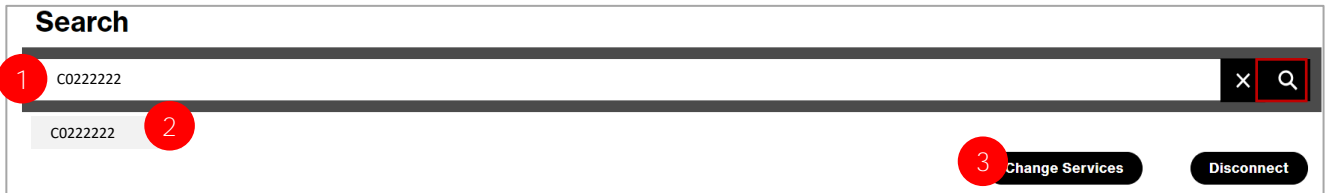
Option 3: From **Order Worklist**



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

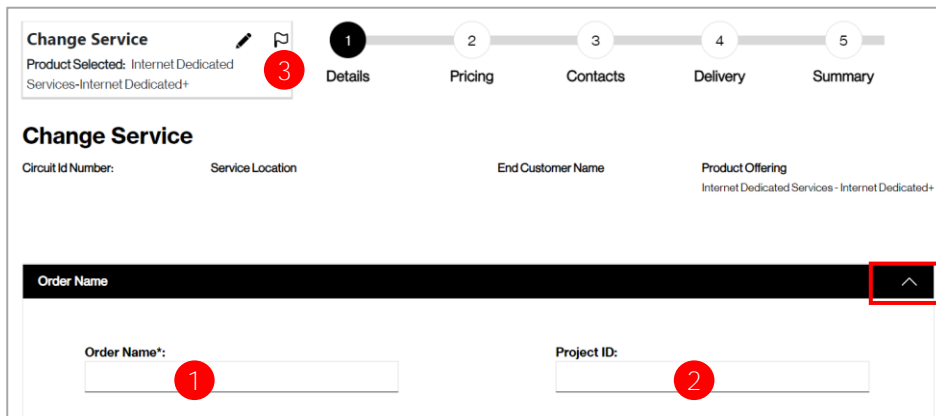
Search

1. On the search window, enter the Transport aka Port Circuit ID (Example: C222222)
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**
 - IPv4: click + more to choose additional IP space
 - IPv6: only 1 option **/48(65536):/126**
 - Dual Stack: choose both IPv4 & IPv6
 - Quality of Service (QoS):** Choose appropriate configuration option

Configuration

DDOS Shield:

IP Addressing: Dual stack

Routing Protocol: None

IPv4 LAN/WAN: Selected: /28(16)/30

IPv6 LAN/WAN: Selected: /48(65536)/126

Quality of Service (QoS): None

- 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

Structure Type: Select Structure	Elevation Type: Select Elevation	Unit Type: Select Unit
Structure Value:	Elevation Value:	Unit Value:

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**

Finish Changes

Contacts

Provide contact details for

- Technical Contact
- Primary Contact
- Signatory Contact
- Primary Proactive Contact
- End Customer (Local Contact)
- Alternate Local Contact

Click **Next**

Contact Details

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

Technical Contact:

Name*: Employee

Email*: Employee@non.com

Next



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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**

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](#)