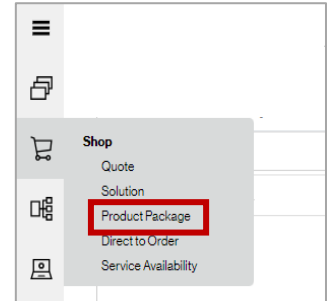




Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Things to Know

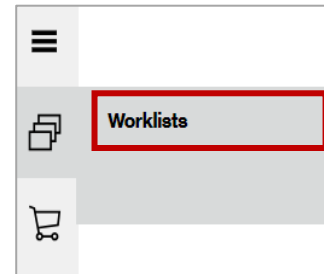
- A **“Package Quote”** must be submitted prior to creating an order.
- When submitting a package quote to order, two orders will be generated (one per product). Either order can be worked first. In this job aid the Internet Dedicated Ethernet steps are on page 2; Fixed Wireless Access steps begin on page 6.
- Refer to the **Internet Dedicated Services & Fixed Wireless Access (FWA) Quote Job Aid**.



Getting Started

From the Hamburger menu, select **Worklists**

1. Choose the **Order** Worklist
2. Enter the submitted **Quote Package ID** onto the search bar of the **Order Worklist** (or search directly from the worklist)
3. Use the expandable order list to get to the individual product order



1

Request | Quote | **Order** | Reservations | Availability | Voice | Repair | Maps

VER12345678 - 001

2

Filter by: All Companies | All Owners | All Product Categories | All Activity **Apply**

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
VER12345678 - 001	1245	Internet Dedicated Services	Internet Dedicated Ethernet		02/12/2024	Open	

3

Request | Quote | **Order** | Reservations | Availability | Voice | Repair | Maps

Search Worklists

Filter by: All Companies | All Owners | All Products | All Activity

Order Name	Project ID	Product	Offering
VER12345678		Internet Dedicated Services & Fixed Wireless Access	Internet Dedicated Ethernet & Fixed Wireless Access Active / Active
VER12345678 - 002	1000028	Fixed Wireless Access	Fixed Wireless Access Active / Active
VER12345678 - 001	1000004	Internet Dedicated Services	Internet Dedicated Ethernet
ATT80025164P001		Internet Dedicated Services & Fixed Wireless Access	Internet Dedicated Ethernet & Fixed Wireless Access Active / Active


Common Order Status:


- New**- A new Quote was submitted to Order
- Open**- Order saved but not submitted for processing
- Submitted**- Order submitted for processing
- In Progress**- Order is being worked
- Cancelled**- Order has been cancelled
- Error**-An Order Error that requires attention
- Completed** –The Order process is complete



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Internet Dedicated Services I Administration

- Click the pencil  to modify the Order Name aka PON (max length 16)
- Click the Flag to move a priority order towards the top of the order worklist (once the order is saved)
- Use the Product Selected dropdown to toggle between Internet Dedicated Services and Fixed Wireless Access orders



VER12345678 - 001  


Product Selected:
Internet Dedicated Services 

Make the following selections

1. Structure Type: Elevation Type, Unit Type (example below)
2. Add End Customer Name
3. Project ID- Label a group of orders for easier accessibility from the Order Worklist (as applicable)
4. Related Order Number(RPON)- Group orders to be worked in a certain order (as applicable)
5. Select Billing Account Number
 - Existing (Utilize an existing ban)
 - New (Provide billing address details to create a new ban)
 - BAN (Choose a particular ban from the dropdown box)
6. Add Remarks (if needed)

Click Next

VER12345678 - 001  

Product Selected:
Internet Dedicated Services 

Administration Configuration Contacts Delivery Summary

Administration

Location: 620 ATLANTIC AVE.

Additional Location Details-Sub-Loc*:

Structure Type*: Building Elevation Type*: Floor Unit Type*: Suite

Structure Value*: Main Elevation Value*: 1 Unit Value*: 101

Company: Terms: 3 Years Contract: NA

End Customer Name*: ABC Project ID:

Related Order Number (RPON): Billing Account Number (BAN/Bill ID)*: 93357084

Remarks:

Next



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Internet Dedicated Services I Configuration

Choose the following **Configuration selections**

1. IP Addressing: IPv4 | IPv6 | Dual stack | IPv6 Tunneled
2. Routing: BGP | Static
3. Circuit Alias: Allows you to label the circuit (this does not flow to billing)

Port:	300 Mbps	Commit:	NA	Access:	300 Mbps	Interface:	1 Gbps
Routing Information:							
IP Addressing*:		Routing*:					
IPv4 1		Static 2					
Circuit Alias:							
		3					

When Choosing **Optical**, select

1. Connector: FC | SC | LC
2. Fiber Type: Single | Multi | Multi 62.5
3. Customer Power: AC | DC

Physical Interface*:		1 Connector*:	
Optical <input checked="" type="checkbox"/> Electrical		FC SC LC	
Fiber Type* 2		Handoff: 10000Base-T	
Single Multi 50 Multi 62.5		Customer Power* 3	
		AC DC	

When Choosing **Electrical**, select

1. Connector: RJ45 (this feature is pre-populated)
2. Cable Category: Cat 5e | Cat 6
3. Cable Shielding: Unshielded Twisted Pair UTP | Shielded Twisted Pair (STP)
4. Customer Power: AC | DC

Physical Interface*:		Connector* 1	
Optical Electrical <input checked="" type="checkbox"/>		RJ45	
Cable Category 2		Handoff: 10000Base-T	
Cat 5e Cat 6		Customer Power* 4	
Cable Shielding* 3		AC DC	
Unshielded Twisted Pair (UTP) Shielded Twisted Pair (STP)			

Click **Next**

Next



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Internet Dedicated Services | Contacts

Provide contact details

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

Click **Next**

Technical Contact:

Name*: Required

Email*: Required Phone*: Required

End Customer (Local Contact):

Name*: Required

Email*: Required Phone*: Required

Alternate Local Contact:

Name*: Required

Email*: Required Phone*: Required

Note:

- The End Customer and Alternate Contact must be different

Next

Internet Dedicated Services | Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (first bolded date)
3. Click **“Early Acceptance”** Yes/No (allows Verizon to deliver the service sooner if possible)

Click **Next**

Scheduling Delivery

Calendar

Today
13
Monday

3

Early Acceptance:
 YES NO

Requested Due Date

1 FEB 2024

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		

2

3

Next



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Internet Dedicated Services | Summary

Review Order Summary

1. Click to Save Order
2. Assign Order (if needed)
3. Download order
4. Click Back to make adjustments
5. Upload LOA (as applicable)
6. Click to Show History

Additional Detail:

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

Click **Submit**

The screenshot shows the 'Order Summary' page for order VER12345678 - 001. At the top, a progress bar indicates five steps: Administration, Configuration, Contacts, Delivery, and Summary. The 'Summary' step is highlighted with a red circle '5'. Below the progress bar, the page title 'Order Summary' is followed by a download icon and a red circle '3'. The main content area is a table with the following data:

Order Name:	VER12345678 - 001	Contacts:	Contact 1
Activity:	Install	Tech:	xtest98b
Company:	VERIZON	End Customer:	ABC
		Local Contact:	Test2
		Alternate Contact:	Test4
Location:	620 ATLANTIC AVE		
Location Details:	Building: Main, Floor: 1, Suite: 101		
Location Detail:	Verizon - Zone 1		
Requested Due Date:	09/24/2024	Early Acceptance:	N
Product:	Internet Dedicated Services - Internet Dedicated Ethernet	Terms:	3 Years
Speed:	Port: 10 Mbps Access: 10 Mbps Interface: 100 Mbps	IP Addressing:	IPv4
Fiber Type:	Single	Routing:	BGP
Physical Interface:	Optical	Customer Power:	AC
BAN/Bill ID:	93357084	Connector:	FC

At the bottom right of the table, there is an 'Assign To' dropdown menu with a red circle '2' next to it. Below the table, there are four buttons: 'Show History' (with a red circle '6' below it), 'Upload LOA' (with a red circle '5' below it), 'Back' (with a red circle '4' below it), and 'Save' (with a red circle '1' below it). A 'Submit' button is also present at the bottom right.






Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid




Things to Know: When submitting a package quote to order, two orders will be generated (one per product). Either order can be worked first. In this job aid the Internet Dedicated Ethernet steps are on page 2; Fixed Wireless Access steps begin on page 6.

Fixed Wireless Access (FWA) | Administration

- Click the pencil  to modify the Order Name aka PON (max length 16)
- Click the Flag to move a priority order towards the top of the order worklist (once the order is saved)
- Use the Product Selected dropdown to toggle between Internet Dedicated Services and Fixed Wireless Access orders



ATT701013871-002  


Product Selected:
Fixed Wireless Access 

Make the following selections:

1. Click the (+) to add Structure Type, Elevation Type, Unit Type
2. Add End Customer Name and Initiator
3. Select Account ID from the drop down
4. Add IMEI
5. Enter ICCID
6. Select available Plan from the drop down
7. Choose IP Configuration
8. Select Static IP Type (as applicable)
9. Enter Remarks (if needed)

Click Next

VER12345678 - 002  



Product Selected:
Fixed Wireless Access 

1 Administration

2 Summary

Administration

Location: 620 ATLANTIC

Sub-Location-Information (Structure, Elevation, Unit):   **1**

Company: VERIZON

End Customer Name*: **2**

Initiator*:

Account ID*: **3**

IMEI (Device ID)*: **4**

ICCID*: **5**

Plan*: **6**

IP Configuration*: **7**

Static IP Type*: **8**

Remarks: **9**

Character Remaining: 80/80

Next



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid

Fixed Wireless Access (FWA) | Summary

Review **Order Summary**

1. Click to Save Order
2. Download order
3. Click Back to make adjustments
4. Click to Show History

Additional Detail:

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

Click **Submit**

VER12345678 - 002

Product Selected: Fixed Wireless Access

Administration Summary

Order Summary

Order Name:	VER12345678 - 002	Product:	Fixed Wireless Access Fixed Wireless Access Active / Back Up
Company:	Verizon	Sub-Location Information:	Building MAIN, Floor: 1, Room: TELCO
Location:	620 ATLANTIC	Max Speed:	200 Mbps / 200 Mbps
ECPD ID:	574399	Initiator:	POC Name
End Customer Name:	XYZ	Plan:	5G FWA Backup Plan 200/30 Mbps, data allowance 10GB @ \$35
Account ID:	4719885471	ICCID:	144445678558903411
IMEI:	123456678886654		
IP Configuration:	Dynamic		

Device will be activated upon submission

Show History Back Save Submit

Search Worklist

From the **Order Worklist**

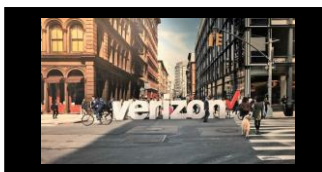
1. Enter the submitted **Order ID** (aka PON) onto the search bar of the **Order Worklist** (or search directly from the worklist)
2. Click the **Hyperlink** in the **"Status"** or **"Milestone"** column to open and **view Milestone details**

Order | Reservations | Request | Availability | Voice | Quote | Repair | Maps

Search Worklist

Filter by: All Companies | All Owners | All Product Categories | All Activity **Apply**

Order Name	Project ID	Product	Offering	Submitted Date	Requested Due Date	Status	Milestone
SAVE77490	867656868658	Switched E-Line Metro/Regional (TLS)	UNI Standalone	11/16/2023	12/18/2023	Submitted	
UNIEVCtest1	63663	Switched E-Line	UNI/EVC COMBO	12/26/2023	02/22/2024	Submitted	Acceptance
TESTOLPTLS2	388383	Switched E-Line	UNI/EVC COMBO	05/31/2023	05/16/2024	In Progress	Acceptance
+ VER12345678		Internet Dedicated Services & Fixed Wireless Access	Internet Dedicated + & Fixed Wireless Access Backup	07/01/2024	08/12/2024	In Progress	Acceptance
VER12345678 - 001			Internet Dedicated +	07/01/2024	08/12/2024	In Progress	Acceptance
VER12345678 - 002			Fixed Wireless Access Backup	07/01/2024	08/12/2024	Submitted	Acceptance



Internet Dedicated Services & Fixed Wireless Access (FWA) Package Order Job Aid



Milestones

From the **Summary Milestones Page**

1. Select **Edit Order**, **Cancel Order** or submit **Due Date Change** (if needed)
2. View **Package Summary** details
3. Click Major **Milestones** (i.e. Acceptance) to view Minor Milestones details
4. View **Product Summary** details
5. Change **Product Selected** to view the other Product Summary details

VER12345678 - 002
Product Selected: Fixed Wireless Access

Edit Order Cancel Order Due Date Change

Return to WorkList

Package Summary

Start Date: 26/05 → Due Date: 27/07 Package Order Status: In Progress Milestone: Acceptance

Acceptance Network Evaluation 03/26/2024 FOC Summary 04/06/2024 Build Provisioning 07/27/2023 Activation 07/27/2023 Completion 07/27/2023

Fixed Wireless Access Backup

Expand All + Collapse All -

Summary					
Company	VERIZON	Product	Broadband Services	Speed	50 Mbps / 50 Mbps
Activity	Install	Location	18850 ORANGE ST BLOOMINGTON CA 92316	End Customer	XYZ

Milestones

Start Date: 03/27/2024 → Due Date: 03/27/2024 Order Status: In Progress Milestone: Acceptance

Acceptance Activation 03/27/2024 Completion 03/27/2024