



Internet Dedicated Access (IDA) Order Job Aid



TDM/SONET Handoff

Getting Started | Quote

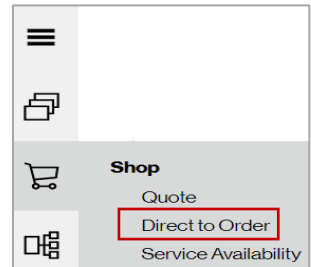
- A Quote must be initiated prior to the order submission process. Please refer to the following Quote Job Aid: **Internet Dedicated Access**
- Complete the Quote process
- The Quote will be displayed in the Request Worklist once submitted

Order Process

Note: All required fields are denoted with an asterisk (*)

From the **Shop** menu, select: **Direct to Order:**

1. Select Product Name: **Internet Dedicated Services**
2. Select Product Offering: **Internet Dedicated Access**
3. Select **Company Name**
4. Enter **Request Name** (minimum of 4 characters max of 16)



Product Selection

Product Name*: 1

Product Offering*: 2

Company*: 3

Request Name*: 4

1. Request Type: **Order**
2. Choose Order Type: **Install| Change| Move** as applicable
3. Select **Requested Due Date**
4. Enter **Contact Name**
5. Enter **Contact Email**
6. Enter **Contact Phone number**
7. Upload file (*if a **Template** is needed download from the template icon). A Quote PDF should be uploaded along with template file to limit order delays.
8. Enter **Remarks** if desired

Template

Request Type*: 1

Order Type*: 2

Requested Due Date*: 3

Contact Name*: 4

Contact Email*: 5

Contact Phone*: 6

Remarks: 8

Remaining characters: 255

Upload Template 7

or drop files

The total combined allowed file size is 10 MB.
File type accepted: pdf,xls,xlsx,doc,docx and txt.

Click **Submit**

Note:
Order will be returned to the Order Worklist



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Update a submitted Request

From the **Order Worklist**

1. Click the **Status** link

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

Search Worklist

Filter by: All Companies | All Owners | Dedicated E-Line Metro/Corridor (| All Activity | Apply

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
IDA Demo		Internet Dedicated Services	Internet Dedicated Access	04/25/2024	04/27/2024	Submitted	

Demo-
Product Selected: Internet Dedicated Access

Edit Order | Cancel Order | Due Date Change

2. Select **Edit Order** to make changes (if needed)

3. Update **Requested Due Date** (if needed)

4. Select **Upload** the revised **template** with a new file name (as applicable)

5. Add **Remarks** (as desired)

6. Use the **Discard** button to exit the request with no changes

Click **Submit** to proceed

Template

Request Type*: Order | Order Type*: Install | Remarks: Remarks

Requested Due Date*: 05/31/2024 | Contact Name*: | Remaining characters: 255

Contact Email*: | Contact Phone*: | Posted Remarks: Demo order-

Request Status: Submitted

Upload Template: Upload Files | File Name | Uploaded By | Uploaded Time

The total combined allowed file size is 10 MB.
File type accepted: pdf,xls,xlsx,doc,docx and txt

Show History | Discard | Submit

Milestones

Additional Detail:

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