

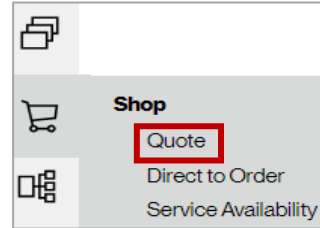


Internet Dedicated + Order Job Aid

Native Ethernet Handoff

Things to Know

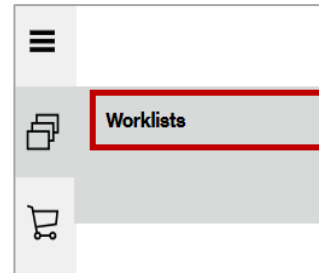
- A **“Quote”** must be submitted prior to creating an order
- Refer to the **Internet Dedicated Services + Quote Job Aid**



Getting Started

From the Hamburger menu, select **Worklists**

1. Choose the **Order** Worklist
2. Enter the submitted **Quote ID** onto the search bar of the **Order Worklist** (or search directly from the worklist)
3. Click the Order Name field to open and **start the order submission process**



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

942675548-001 2

Order Name ↑	Project ID ↑	Product ↑	Product Offering ↑	Submitted Date ↑	Requested Due Date ↑	Status ↑	Milestone ↑
942675548-001		InternetDedicatedServices	InternetDedicated+			New	

3

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




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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)

942675548-001  

Product Selected: Internet Dedicated Services

Make the following selections

1. Structure Type, Elevation Type, Unit Type (example below)
2. 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 together or 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). When DDOS Shield is chosen as a feature, include the following comments in the remarks section:
 - Include Lan, WAN IP Quantity
 - Indicate Border Gateway Protocol (BGP) is Yes or No

Click **Next**

Location: 100 PARK

Additional Location Details-Sub-Loc*:

Structure Type*: Bay <input type="text"/>	Elevation Type*: Floor <input type="text"/>	Unit Type*: Unit <input type="text"/>
Structure Value*: 1 <input type="text"/>	Elevation Value*: 1 <input type="text"/>	Unit Value*: 1 <input type="text"/>

Company: **ABC Company** Term: 3 Years Contract: C34147-01

End Customer Name*: <input type="text"/>	Project ID*: <input type="text"/>
Related Order Number (RPON): <input type="text"/>	Billing Account Number (BAN/Bill ID)*: <input type="text"/>
Remarks: <input type="text"/>	

Next



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Configuration

Choose the following **Configuration selections**

1. Select **IP Addressing**: IPv4 | IPv6 | Dual stack | IPv6 Tunneled
2. Choose **Routing**: BGP | Static
3. Select **IPV4/IPV6 LAN/WAN options**: /30(4):/30 | /31(2):/29 | +More
4. Choose **Peer Group**: Full Routes | Default Only | Full and default (required when routing selection is BGP)
5. Enter **Customer ASN** (required when routing selection is BGP)
6. Add **Circuit Alias** (if needed)

Port:	100 Mbps	Access:	100 Mbps	Interface:	1 Gbps
Routing Information:					
IP Addressing*:	<input type="text" value="IPv4"/>			Routing*:	<input type="text" value="BGP"/>
IPV4 LAN/WAN*:	<input type="text" value="/30(4):/30"/>			IPV6 LAN/WAN*:	<input type="text" value="/48(65536)/126"/>
<p>The first characters represent what LAN allocation is needed The second character determines if you want a /29 or a /30 WAN.</p>					
Peer Group*:	<input type="text" value="Full Routes"/>			Customer ASN*:	<input type="text" value="AS43"/>
Circuit Alias:	<input type="text"/>				

If you get an error message requesting the submission of the Customer ASN and your Routing selection is NOT BGP, please enter the following in the Customer ASN Field: AS00
Please also add the following remark: Disregard Customer ASN AS00

Additional Details on Peer Group:

- **"Full Routes"** A full routing table is a table which contain all the routes the BGP neighbor is aware of. **Usually used when connecting to the Internet via multiple ISP's because this selects the best path.**
- **"Default Routes"** A default route is the route that will be used if there's no other route that matches the destination in the router's forwarding table. **Usually used when connecting to the internet via a single ISP because there is only 1 possible path.**

Another way to look at it the intended use of the circuit, if the circuit is being used for a single customer to access to the public internet "Default Routes" may make the most sense. If this circuit is being used to aggregate traffic from several of your customers "Full Routes" may make the most sense.



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Configuration (continued)

When Choosing **Optical**, select

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

Physical Interface:		Connector: 1		
<input checked="" type="radio"/> Optical <input type="radio"/> Electrical		FC	SC	LC
Fiber Type: 2		Handoff: 1000Base-T		
Single	Multi 50	Customer Power: 3		
		AC	DC	

When Choosing **Electrical**, select

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

Physical Interface:		Connector: 4		
<input type="radio"/> Optical <input checked="" type="radio"/> Electrical		RJ45		
Cable Category: 5		Handoff: 1000Base-T		
Cat 5e	Cat 6	Customer Power:		
Cable Shielding: 6		AC	7	DC
Unshielded Twisted Pair (UTP)	Shielded Twisted Pair (STP)			

Click **Next**

Next

Contacts

Provide contact details

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

Click **Next**

Note:

- The End Customer and Alternate Contact must be different

Technical Contact:		Name*: Required	
Email*: Required		Phone*: Required	Time Zone*: Select Time Zone
Primary Customer Contact: * This is a General Example*			
Name*: Required		Phone*: Required	Time Zone*: Select Time Zone
Email*: Required		Phone*: Required	Time Zone*: Select Time Zone
Primary Proactive Notification Contact:			
Name*: Required		Phone*: Required	Time Zone*: Select Time Zone
Email*: Required		Phone*: Required	Time Zone*: Select Time Zone
Signatory Contact:			
Name*: Required		Phone*: Required	Time Zone*: Select Time Zone
Email*: Required		Phone*: Required	Time Zone*: Select Time Zone

Next



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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**

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**

Additional Detail:

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

