



System Migration

Fiber to the Internet (FTTI) Job Aid

LSI to Verizon Partner Solutions Exchange Migration

Things to Know

1. In June, Fiber-to-the-Internet (FTTI) ordering was migrated from the Local Service Interface (LSI) to the **Verizon Partner Solutions Exchange portal**
2. Existing **Login Credentials did NOT change**
3. Use the **Accessing Legacy Application** Job Aid to navigate to existing applications such as Local Service Interface (LSI) for Resale, Wholesale Advantage & UNE Ordering from the main Dashboard under Tools
4. Use the support icon to **Create a Ticket** or obtain Customer Care Support
5. Subscribe to **Order Status** using the Managing Email Notifications Job Aid

Dashboard

The Dashboard contains **Tools** and **Functions** that are located within the:

1. **Header:** Support, Learn, Messages, Profile and Logout
2. **Banner:** Direct access to System Alerts and Messages
3. **Hamburger Menu:** Additional Tools and Functions
4. **Dashboard:** Quick List, Quick Links, Application Links, My Quotes, My Orders, etc.

Click here to learn about navigating the new Verizon Partner Solutions Exchange dashboard and menu. [Read More](#)

Quote Name	Product Name	Status

My Quotes	My Orders
<ul style="list-style-type: none"> Total Quotes FTTI 	<ul style="list-style-type: none"> Total Orders: 12 FTTI: 12 Open: 9 In Progress: 10

1. **Support:** Open or view Customer Care Tickets
2. **Learn:** Access Job Aids, Quick Tips, Release Notes & Schedule Training
3. **Messages:** Access system messages and alerts including invoice download files
4. **Profile:** User Information, Password and Security, Companies, Subscriptions, Notifications and Worklist Configuration
5. **Logout**





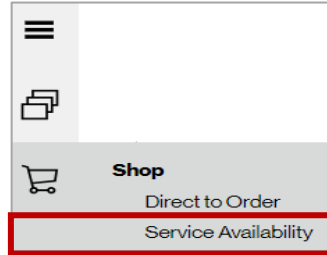
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Getting Started

From the **Shop** menu, click “**Service Availability**”



Availability Configuration

1. Select **Product Name**: **Broadband Services**
2. Select **Product Offering** : **Fiber to the Internet**
3. Choose **Company Name** from the drop down
4. Modify **Group Name** if needed, (minimum of 4 characters maximum of 12)

Availability Configuration

Product Name* Broadband Services	Product Offering* Fiber to the Internet (FTTI)	Company* ABC Telephone
Group Name* FTT103112203		

1. Enter **Location**
2. Enter **Sublocation Information**: Structure, Elevation, Unit (If needed)
3. Click **Save** (optional)
4. Click **Availability**

Upload

No.	Location*	Sub-Location Information(Structure, Elevation, Unit)
1	383 AMAR ST	

Save Availability

1. View results below to **determine FTTI eligibility**
2. Click the outer box, then click **Download** to view all address locations on a csv file
3. Click **Availability** to refresh page
4. Click **Add Address** (to add a new location within the Local Service Interface)
5. Click outer box to **Edit/Group**
6. Click the outer box to **Delete** the transaction
7. Click **Submit** (move the availability transaction to Order)

RequestID	Location	Sub-Location Information	FTTI Available	Existing Service at Location	Max Speed	Status	Expires
FTT103112203-001	383 AMAR ST.	NA	Yes	Yes	2 Gbps / 2 Gbps	Open	01/29/2024



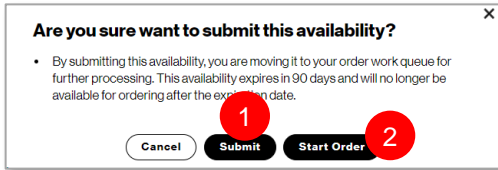
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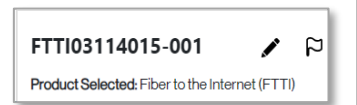
Availability Continued

1. Click **Submit** (this action moves the availability transaction to the Order Worklist to be processed on at a later time) or
2. Click **Start Order** (this action allows you to immediately begin working on the order)



Configuration

- Click the pencil to modify the Order Name aka PON (Max length is 16)
- Click the Flag to move a priority order towards the top of the order worklist (once order is saved)



Make the following selections

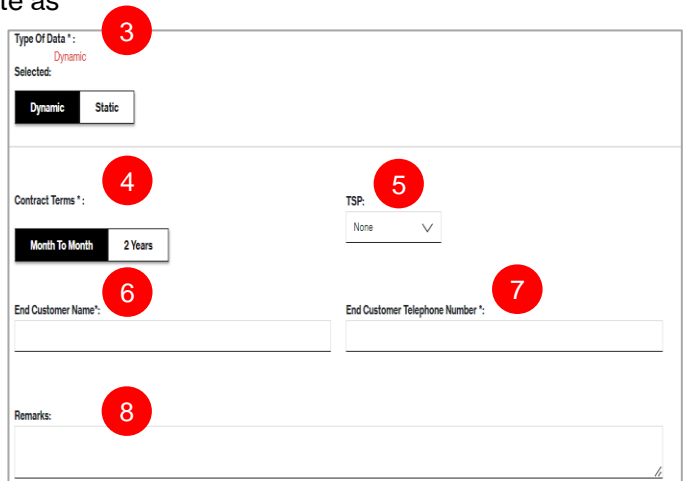
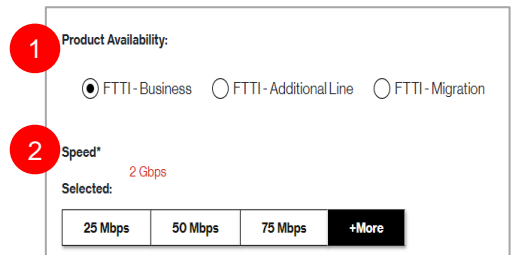
1. Choose **Product Availability:** FTTI Business, FTTI Additional Line(only use when there is working svc), FTTI Migration

For FTTI Migration, the following steps must be taken

- Step 1: Contact Verizon to Disconnect existing Fios service and request an extended due date
- Step 2. Submit FTTI Migration Order following the steps below using the same Requested Due Date as the Disconnect Order

2. Choose **Speed**
3. Select **Type of Data:** Dynamic, Static
4. Contract **Terms:** Month to Month, 2 Years
5. Select **TSP**
6. Enter **End Customer Name**
7. Enter **End Customer Telephone Number**
8. Add **Remarks** (if needed)

Click **Next**



Next



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Contacts

Provide the following contact details

- Implementation Contact
- End Customer (Local Contact)
- Alternate Local Contact
- Multiple IP Block Technical Contact

Click **Next**

Note:

- The End Customer and Alternate Contact must be different

Next

Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (bolded dates)
3. Choose “**Preferred Appointment Time**”

Click **Next**

Next

Summary

Review **Order Summary**

- Click to Save Order
- Assign Order (if needed)
- Download order
- Click back button to make adjustments

Click **Submit**

Additional Detail:

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

FTTI Ordering Tips

1. Use the “Build Address” process when no sublocations are documented for the specific address
2. FTTI Additional Line should be selected if there is already working service
3. FTTI Migration is not available for use
4. If accessing LSI and Exchange at the same time, open one application in a Chrome browser and the other application in a Chrome Incognito window
5. When configuring the Static IP Block, selecting anything over 13 will require additional details Email DNS, Web, Application and VOIP Servers