Change Service (TLS UNI) Contract Renewal VTA Change Job Aid

Things to Know

- This change service is **only** to renew the existing term length, or change to a new term length – the Contract ID (PNUM) field should **not** be modified
- Issue the contract renewal order against the **UNI circuit ID first**
- **UNI contract renewal order must be complete** before any additional orders are submitted
- Billing will be derived from the new contract ID entered (you can ignore the Pricing page)
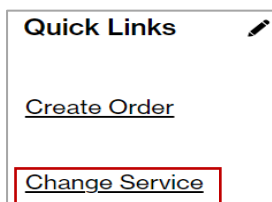
Getting Started

Note: To initiate a Change Order, the order role must be enabled

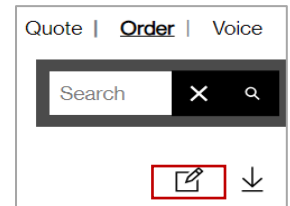There are **three** ways to initiate a Change Order (TLS Contract Renewal)

Option 1: From **Network Management**

Network Management
Change Service
Voice Services
Test Results
Groom Reservations
Order Tracking
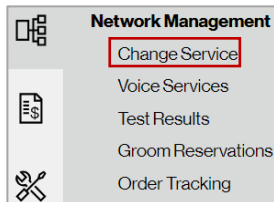
Option 2: From **Quick Links**

Quick Links ✎
Create Order
Change Service

Option 3: From **Order Worklist**

Quote | **Order** | Voice
Search ✕ 🔍

Search

1. On the search bar, enter the TLS UNI Circuit ID
2. Select the applicable Circuit ID, hit enter or click the magnify icon
3. Click Change Services

Search

1 32.KEGS.02 2 🔍

32.KEGS.021984..NY
32.KEGS.021041..NY 2
32.KEGS.021821..NY

3 **Change Services**   **Disconnect**

Order 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)

TLSRENEWDEC06 3 ⚑
Product Selected: Switched E-Line Metro/Regional (TLS)

Order Name

Order Name*:
TLSRENEWDEC06 1

Project ID: 2

Order Details (continued)

1. Click on the **Speed** to expand the section

2. Choose **Contract Term** (in Years)

3. Enter Remarks (if needed)

Click on **Finish Changes**

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Quote Summary

1. Review the **Contract Term** and **Contract ID** and if correct, click **Save**
2. Click to **Accept Pricing** (which will be based on and billed against the Contract ID displayed) and (budgetary standard pricing disclosure)

Quote Summary

Company Name:	Largest Complex Telcom Company	Product:	Switched E-line UNI
Location:	100 PARK AVE NEW YORK NY 10017	Speed:	10 GBPS
TSP:	Both	Contact term(In Years):	1
		Contact	FB1100039
Pricing:	MRC $735.00 ◄---- **Billing will be derived from the contract ID provided**		

1 Save   2 Accept Pricing

Change Service (TLS UNI)
Contract Renewal
VTA Change Job Aid

verizon business

Contacts

Provide the following details:

- Implementation Contact
- Design Contact
- End Customer (Local Contact)
- Alternate Local Contact

Click **Next**

Note:
- The End Customer and Alternate Contact must be different

Contact Details

Requestor Contact:

General Example
All Roles Friendly

Implementation Contact:

| Name: | Required |
| Email: | Required |

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**

Calendar · Requested Due Date

DEC 2023 ▾ (1)

Today
06
wednesday

DEC

... 15 (2)

Early Acceptance: (3)
YES / No

Back · Next

Summary

Review **Order Summary**

1. Click to Save Order
2. Download order
3. Click back to make adjustments

Click **Submit**

Order Summary

Order Name:	TESTRENEWDEC06	Contacts	
Activity:	Change	Implementation Contact:	Employee One
Circuit ID:	32.KEGS.021041.NY	Design Contact:	Employee Two
Company:	VERIZON INTERNET SERVICES NORTH INC.	Requested Due Date:	12/15/2023
From Location:	55 W 125	Early Acceptance:	YES
To Location:	151 E 97	BAN/BAN ID:	212M170019611
Product	Switched E-Line Metro/Regional (TLS)		
		Remarks:	enter additional details about this contract id renewal for the UNI TLS Circuit ID here

Additional Detail:

Use the following link to manage **Sups** & **Milestones**

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 provision complete

Back (3) · Save (1) · Submit