



# Change Service | TSP Job Aid

## Things to Know

Telecommunications Service Priority, (also know as TSP) is an FCC program that directs telecommunications service providers (e.g., wireline and wireless phone companies) to give preferential treatment to users enrolled in the program when they need to add new lines or have their lines restored following a disruption of service, regardless of the cause.

Note: Instructions apply to all applicable products

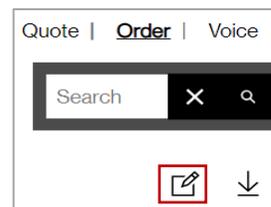
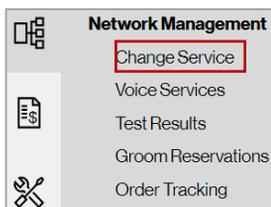
## Getting Started

There are **three** ways to initiate a Change Order

Option 1: From **Network Management**

Option 2: From **Quick Links**

Option 3: From **Order Worklist**



## Search

1. On the search window, enter the Circuit ID to be changed
2. Select the applicable Circuit ID from the dropdown, hit enter or click the magnify icon
3. Click Change Services





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## Details

Click to expand **Order Name**

1. Enter the **Order Name aka PON** (max length 16)
2. Click the **Flag** to move a priority order towards the top of the order worklist (as needed, once the order is saved)

## Details continued

Click to expand **Admin**

3. Select appropriate **TSP option**, then **enter the TSP Code**
4. Add **Remarks** (if desired)

Click **Finish Changes**

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## Pricing

1. Review Pricing
2. Click **Accept Pricing**, acknowledge informational box (not pictured below)

TSP24589

Product Selected: Wavelength Solutions-US Wavelength (Non-Optimized)

1 Details 2 Pricing 3 Contacts 4 Delivery 5 Summary

### Quote Summary

Company Name:	Demo INC	Product:	U.S. Wavelength (Non-Optimized)
From Location:	620 Atlantic Ave	To Location:	420 N Main Street
TSP:	Both		

Pricing: **MRC:\$32.00 (32 TSP)** 1  
**NRC:\$1,530.00 (1530 TSP)**

Discard Back Save **Accept Pricing** 2

## Contacts

Provide Contact details (Note: Contact details varies based on the products)

- Technical Contact
- From Location: End Customer (Local Contact and Alternate Local Contact)
- To Location: End Customer (Local Contact and Alternate Local Contact)

Click **Next**

TSP24589

Product Selected: Wavelength Solutions-US Wavelength (Non-Optimized)

1 Details 2 Pricing 3 Contacts 4 Delivery 5 Summary

### Contact Details

Requestor Contact: Rachel Hendricks(rachel.hendricks@verizon.com, 3003003000)

Technical Contact:

Name\*:

Email\*:  Phone\*:

From Location(400 E MAIN STREET/OMGA 90202 USA)

End Customer (Local Contact):

Name\*:

Email\*:  Phone\*:

Alternate Local Contact:

Name\*:

Email\*:  Phone\*:

To Location(200 STRIKER AVE SACRAMENTO CA 95834)

End Customer (Local Contact):

Back **Next**

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## Delivery

1. Click the appropriate **Month & Year**
2. Select the **Requested Due Date** (bolded date)
3. Select **“Early Acceptance”** (as applicable)

Click **Next**

**Back** **Next**

## Summary

Review **Order Summary**

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

Click **Submit**

**3** **Back** **1** **Save** **Submit**

**Additional Detail:**

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

**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** –Order is provisioned and the bill is completed