



Fiber to the Internet (FTTI) Order Job Aid



Enables carriers to deliver superior fiber optic Internet connectivity all the way to the businesses they serve

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*	Product Offering*	Company*
Broadband Services 1	Fiber to the Internet (FTTI) 2	ABC Telephone 3
Group Name* 4		

1. Enter **Location** (access the [Data Library](#) to view pre validated address locations for FTTI)
 2. Enter **Sublocation Information**: Structure, Elevation, Unit (If needed)
 3. Click **Save** (optional)
- Click **Availability**

1. Location: 300 AMARIST

2. Sub-Location Information (Structure, Elevation, Unit)

3. 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 to refresh page
4. Click **Add Address** (to add a new location within the Local Service Interface)
5. Click the outer box and to **Edit Group**
6. Click the outer box and to **Delete** the transaction
7. Click **Submit** (move the availability transaction to Order)

Download		Refresh		Add Address		Edit Group		Delete	Submit
	Request ID	Location	Sub-Location Information	FTTI Available	Existing Service at Location	Max Speed	Status	Expires	
2	FTTITEST5160-001	1680 WALKER AVE, UNION, NJ, 07083, USA	APT A	Yes 1	No	2 Gbps / 2 Gbps	Open	05/12/2025	



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Availability Continued

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

Are you sure you want to submit this availability?

- By submitting this availability, you are moving it to your order work queue for further processing. This availability expires in 90 days and will no longer be available for ordering after the expiration date.

Cancel Submit (1) Start Order (2)

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)

FTTI03114015-001

Product Selected: Fiber to the Internet (FTTI)

Make the following selections:

1. Choose from the list **Product Availability** options:
 - FTTIBusiness
 - FTTIAdditional Line (select this option if there is working service at the location)
 - FTTI-Migration
 - FTTI-Consumer (residential service)
 - TDM to Fiber to the Internet

Product Availability: ● FTTI - Business ○ FTTI - Additional Line ○ FTTI - Migration ○ FTTI - Consumer ☐ TDM to Fiber to the Internet (FTTI)

Speed*

Selected: 1 Gbps

25 Mbps 50 Mbps 75 Mbps +More

Note: Selecting TDM to Fiber to the Internet (FTTI) will require the population of the following field values

- TDM Circuit ID (required field)
- 3rd Party (conditional field)

TDM Circuit*:

3rd Party:
☐



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Configuration (continued)

1. 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

Product Availability:

☒ FTTI - Business ☐ FTTI - Additional Line ☐ FTTI - Migration ☐ FTTI - Consumer

Speed*

Selected: 1 Gbps

25 Mbps 50 Mbps 75 Mbps +More

TDM to Fiber to the Internet (FTTI)

2. Choose the appropriate **Speed**

3. Select **Type of Data**:

- Dynamic
- Static (applicable to FTTI-Business only)

4. Contract **Terms**: Month to Month, 2 Years

5. Select **TSP** (as applicable)

6. Enter **End Customer Name**

7. Enter **End Customer Telephone Number**

8. Add **Remarks** (as applicable)

Click **Next**

Routing Information:

Type Of Data *

Selected: Dynamic

Dynamic Static

Contract Terms *

2 Years

TSP:

None

End Customer Name*:

End Customer Telephone Number *:

Remarks:

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**
3. Click **"Early Acceptance"** Yes or No

Note: Choose **"Yes"** if you wish to accept delivery of the circuit prior to the **Requested Due Date** (if an earlier delivery is possible)

Click **Next** to proceed

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**

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

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