



Internet Dedicated + (Essentials) Change Service Upgrade Job Aid

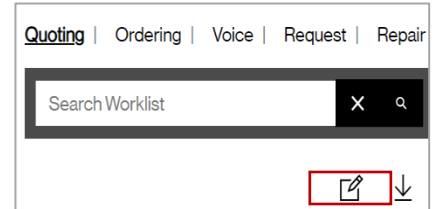
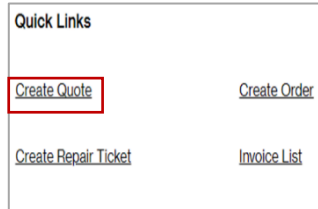
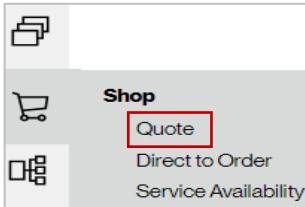
Getting Started

There are **three** ways to start a quote before initiating an upgrade Change Order

Option 1: From **Shop**

Option 2: From **Quick Links**

Option 3: From **Quote Worklist**



Start Quote

1. Create and Save Quote
2. Get Pricing
3. Download Quote PDF

The install Quote should NOT be submitted to the Order worklist.

No.	Location	Access Type	Port Only	Port Configuration	Speed *	Additional Features	Remarks
1	620 ATLANTIC AVE, RED LIO X	Verizon	N	Tiered	50 MPort & Access / 100 MIntx	+	

1 Save **2** Get Pricing

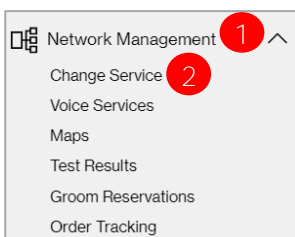


Note: For ID+ Essentials upgrade/downgrade, the quote DOES NOT need to be sent to the account team for approval prior to order submission.

Order Details

From the hamburger menu, choose the following options:

1. Click to expand **Network Management**
2. Select **Change Service**





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Order Details (continued)

From the hamburger menu, choose the following options:

3. Enter existing **circuit ID** on the Search bar and hit enter or click the **magnify icon**
4. Click **Change Services**

3 × 🔍

4 **Change Services** **Disconnect**

Select	Circuit ID Number	Service Location	Company	Product Offering
<input checked="" type="radio"/>	C116			Internet Dedicated Services Internet Dedicated+

Note: Below are examples of Port & EVC Circuit IDs

Format of EVC/Port Circuit IDs:

VzB Optimized (VRD): C##### (Switched E-Line, Private IP, Internet Dedicated Services, and Dedicated E-Line)

Format of Access Circuit IDs

VZB F&E Option 1: W1X#####; VZB COMS Option 2: EDBXXXXX####

VzB Optimized (VRD): E#####

5. Click on the **Order Name** to expand this field. Create your Order Name aka PON Number (maximum character length is 16)

21334SPEEDCHG 5

Product Selected: Internet Dedicated Services-Internet Dedicated+

1 Details

2 Pricing

3 Contacts

4 Delivery

5 Summary

Change Service

Circuit Id Number: C116	Service Location BOSTON, MA 02108	End Customer Name VERIZON	Product Offering Internet Dedicated Services - Internet Dedicated+
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Order Name

Order Name*:
21334SPEEDCHG

Project ID:



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Order Details (continued)

1. Click on **Other Change Type (Do Not Edit Speed Section)** and input the details associated with the change in the description field. Please use the below criteria as a guide

- For an **Internet Dedicated Ethernet** change: Provide the Port & Access Circuit ID
- **In addition:** Provide Quote Name and Quote ID for VPS Exchange quote and include the handoff details (ex.1000 Base T) for any new UNI speed along with indicating if there is a hot cut involved (Hot Cut Y/N)

2. Enter **Remarks** if needed

Click **Finish Changes**

Other Change Type

Description:

1 ***EXAMPLE***Combo Change: Access Circuit ID 123456, EVC Circuit ID 678910 Quote Name/Quote ID:XXXXXX. Change XXX, Handoff XXX, Speed XXX, Hot Cut Y/N, etc.

Discard

Remarks

2

Discard

Back Finish Changes

Contacts

Provide contact details for

- Technical Contact
- End Customer (Local Contact)
- Alternate Local Contact

Click **Next**

Contact Details

Requestor Contact: **General Example**

Technical Contact:

Name: Employee

Email: Employee@non.com

Back Next



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Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date** (bolded dates)
3. Click “**Early Acceptance**” Yes/No (allows Verizon to deliver the service sooner if possible)

Click **Next**

Scheduling Delivery

Calendar

Today
29
wednesday

3
Early Acceptance:
YES NO

Requested Due Date

1
NOV 2023

S	M	T	W	T	F	S
			1	2	3	4
NOV						
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

2

Next

Summary

Review **Order Summary**

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

Order Summary

Order Name:	21334SPEEDCHG	Contacts	
Activity:	Change	Technical Contact:	Test1
Circuit ID:	C1167074	Local Contact:	Test 3
Location:		Alternate Local Contact:	Test 4
Company:		Signatory Contact:	Test 3
		Primary Customer Contact:	Test 4
		Primary Proactive Notification Contact:	Test1
		Requested Due Date:	09/12/2025
		Early Acceptance:	NO
		BAN/Bill ID:	

Product

Internet Dedicated Services-Internet Dedicated+

Other Change Type:	***EXAMPLE***Combo Change: Access Circuit ID 123456, EVC Circuit ID 678910 Quote Name/Quote ID:XXXXXX, Change XXX, Handoff XXX, Speed XXX, Hot Cut Y/N, etc.	Peer Group:	Full Routes
Port Speed:	100 Mbps	DDOS Shield:	No
Access Speed:	100 Mbps		
Interface Speed:	100 Mbps		

Additional Detail:

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

Back

Save

Submit