VzB Switched E-Line & EVPL Point to Point Disconnect Order Job Aid
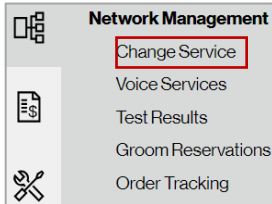
Removing service from Verizon's Network
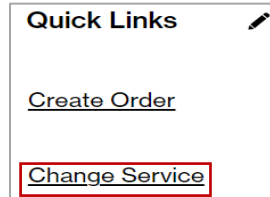
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Getting Started

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

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
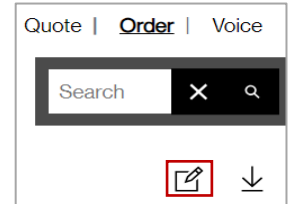
Search ✕ 🔍

Search

1. On the search window, enter one of the Access Circuit ID(s) to be disconnected
2. Select the applicable Circuit ID, hit enter or click the magnify icon
3. Click Disconnect

Search

① E1111111 🔍

E1111111 **②**

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

4. Review and confirm if the active EVC is the circuit(s) you wish to disconnect. If the displayed circuit ID is correct, click **"Continue"**

Active EVC circuit(s) WZZZ000 on UNI. Would you like to disconnect all EVCs and UNI?

Cancel   Continue **④**

Notes: .
- To initiate a Disconnect Order, the order role must be enabled
- The NNI Circuit ID should not be used

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)

TEST43351204-001 ✎ ⚑
Product Selected: Switched E-Line Metro/National (EVPL)-Point to Point **③**

Circuit Id Number:	Service Location	Circuit Alias	End Customer Name	Product Offering
E1111111	620 Atlantic Ave		ABC Company	UNI

Order Name ⌄

Order Name*: **①**
DISCOPONABC1

Project ID: **②**

Details (continued)

4. Add **Remarks**

5. Include the **RPON (Related Order Number)** only if you need to relate a pending Install PON for coordinated implementation.

   Note: It is not advisable to enter arbitrary information (a completed PON) in the RPON (Related Order Number) field

Remarks	⋀

(4)

Related Order Number (RPON):

(5)

6. Click **Next**

[Back]   [Next] **(6)**

Contacts

Provide the following details:

- Implementation Contact

- Design Contact

- End Customer (Local Contact)

- Alternate Local Contact

Click **Next**

Contact Details

Requestor Contact:

Implementation Contact: **General Example**

Nam Required

Email: Required   Phone: Required

Design Contact:

Nam Required

Email: Required   Phone: Required

End Customer (Local Contact):

Nam Required

Email: Required   Phone: Required

Alternate Local Contact:

[Back]   [Next]

Delivery

1. Click the appropriate **Month**

2. Select the **Requested Due Date** (first bolded date)

3. The use of the **"Early Acceptance"** field when issuing a disconnect order is not applicable

Click **Next**

Summary

Review **Order Summary**

1. Click to **Save** Order

2. Download order

3. Click back to make adjustments

Click **Submit**

Additional Detail:

Use the following link to manage **Sups** & **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
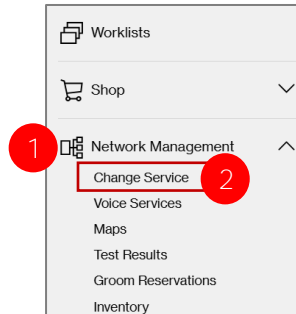**Completed** –The services are disconnected and the bill is complete.

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From the **Hamburger Menu**:

1. Select **Network Management**
2. Select **Change Service**

Worklists

Shop

1 — Network Management

Change Service — 2

Voice Services

Maps

Test Results

Groom Reservations

Inventory

Search

1. On the search window, enter the second UNI Access Circuit ID associated with the point to point service to be disconnected
2. Select the applicable Circuit ID, hit enter or click the magnify icon
3. Click Disconnect

Search

1 — E2222222

E2222222 — 2

Change Services   **Disconnect** — 3

4. Review and confirm if the active EVC is the circuit(s) you wish to disconnect. If the displayed circuit ID is correct, click **"Continue"**

Notes: .
- To initiate a Disconnect Order, the order role must be enabled
- The NNI Circuit ID should not be used

Active EVC circuit(s) (W1E64751) on UNI. Would you like to disconnect all EVCs and UNI?

Cancel   Continue — 4

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)

TEST43351204-001 ✏ ⚑ — 3
Product Selected: Switched E-Line Metro/National (EVPL)-Point to Point

Circuit Id Number:	Service Location	Circuit Alias	End Customer Name	Product Offering
E2222222	620 Atlantic Ave		ABC Company	UNI

Order Name

Order Name*: — 1
DISCOPONABC1

Project ID: — 2

Details (continued)

4. Add **Remarks**

5. Include the **RPON (Related Order Number)** only if you need to relate a pending Install PON for coordinated implementation.

   Note: It is not advisable to enter arbitrary information (a completed PON) in the RPON (Related Order Number) field

Remarks	∧
(4)	
	Related Order Number (RPON): (5)

6. Click **Next**

Back   Next (6)

Contacts

Provide the following details:

- Implementation Contact

- Design Contact

- End Customer (Local Contact)

- Alternate Local Contact

Click **Next**

Contact Details

Requestor Contact:

Implementation Contact: **General Example**

Nam[Required]

Email: [Required]   Phone: [Required]

Design Contact:

Nam[Required]

Email: [Required]   Phone: [Required]

End Customer (Local Contact):

Nam[Required]

Email: [Required]   Phone: [Required]

Alternate Local Contact:

Back   Next

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Delivery

1. Click the appropriate **Month**

2. Select the **Requested Due Date** (first bolded date)

3. The use of the **"Early Acceptance"** field when issuing a disconnect order is not applicable

Click **Next**

Scheduling Delivery

Calendar

Today
09
Thursday

Requested Due Date

NOV 2023 — ① ‹ ›

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

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**

TEST43351204-001 ⚑
Product Selected: Switched E-Line Metro/National (EVPL)-Point to Point

① Details — ② Contacts — ③ Delivery — **④ Summary**

Order Summary ⤓ ②

Order Name:	DISCOPONABC	Contacts:	
Activity:	Disconnect	Implementation Contact:	zfsdgfds
Circuit ID:	E2222222	Design Contact:	Test Contact
Company:	ABC Company	Requested Due Date:	11/10/2023
Early Acceptance:	NO	Remarks:	remarks is optional
Related Order Name (RPON):	optional field		

Additional Detail:

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

③ Back   ① **Save**   Submit

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 –The services are disconnected and the bill is complete.