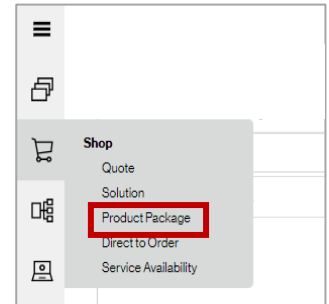




# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid

## Things to Know

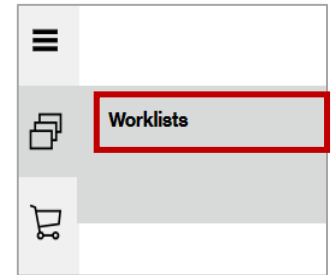
- A “**Package Quote**” must be submitted prior to creating an order.
- When submitting a package quote to order, two orders will be generated (one per product). Either order can be worked first. In this job aid the Fiber to the Internet (FTTI) steps are on page 2; Fixed Wireless Access steps begin on page 5.
- Refer to the **Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Quote Job Aid**.



## Getting Started

From the Hamburger menu, select **Worklists**

1. Choose the **Order** Worklist
2. Enter the submitted **Quote Package ID** onto the search bar of the **Order Worklist** (or search directly from the worklist)
3. Use the expandable order list to access each product order



1

Quote | **Order** | Reservations | Availability | Request | Repair | Voice | Maps

2 EAR509878060

Filter by: All Companies | All Owners | All Products | All Activity


Order Name	Project ID	Product	Offering
- EAR509878060P001		Fiber to the Internet (FTTI) & Fixed Wireless Access	Fiber to the Internet (FTTI) & Fixed Wireless Access Active/Backup
EAR509878060-Q02	1000028	Fixed Wireless Access	Fixed Wireless Access Active / Back Up
EAR509878060-Q01	1000030	Fiber to the Internet (FTTI)	Fiber to the Internet (FTTI)

3



# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid

## Fiber to the Internet FTTI Administration

1. Click the pencil  to modify the Order Name aka PON (max length is 16)
2. Click the Flag to move a priority order towards the top of the order worklist (once order is saved)
3. Use the Product Selected dropdown to toggle between Fiber to the Internet (FTTI) and Fixed Wireless Access (FWA) orders

## Fiber to the Internet (FTTI) Configuration

1. Choose **Product Availability**: FTTIBusiness, FTTIAdditional Line, (only use when there is working service, **or** FTTIMigration)
2. Choose **Speed**
3. Select **Type of Data**: Dynamic, or Static
4. Contract **Terms**: Month to Month, or 2 Years
5. Select **TSP** (if needed)
6. Enter **End Customer Name**
7. Enter **End Customer Telephone Number**
8. Add **Remarks** (if needed)

Click **Next**



# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid

## Fiber to the Internet (FTTI) 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**

## Fiber to the Internet (FTTI) Delivery

1. Click the appropriate **Month**
2. Select the **Requested Due Date**
3. Select **Preferred Appointment Time**
4. 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)

**Back**

**Next**

## Fiber to the Internet (FTTI) Summary

**Review Order Summary**

1. Click to **Save Order**
2. Download summary

3. Click **Back** to make adjustments (if needed)
  4. Click **Show History** (if needed)
- Click **Submit**

Order Summary	
Order Name:	EAR366884839-001
Company:	Company
End Customer Name:	ABC Company
End Customer Telephone Number:	2125551212
Implementation Contact:	testing uat
Alternate Contact:	testing uat
Product:	Fiber to the Internet (FTTI)
Contract Terms:	Month To Month
Type Of Data:	Dynamic
Contact:	Susanna N
Location:	)
Requested Due Date:	11/12/2024
Appointment Time:	01:00 PM - 05:00 PM
End Customer (Local Contact):	testing uat
Multiple IP Block Contact:	tested5
Activity:	Install
Speed:	2 Gbps
Product Availability:	FTTI - Business



# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid

## Fiber to the Internet (FTTI) Summary I continue

### 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

### 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

### Additional Detail:


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






# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid



## Fixed Wireless Access (FWA) | Administration

- Click the pencil  to modify the Order Name aka PON (max length 16)
- Click the Flag to move a priority order towards the top of the order worklist (once the order is saved)
- Use the Product Selected dropdown to toggle between Fiber to the Internet (FTTI) and Fixed Wireless Access (FWA) orders



EAR366884839 - 002  


Product Selected:  
Fixed Wireless Access 

Make the following selections:

1. Add **End Customer Name**
2. Add **Initiator**
3. Select **Account ID** from the dropdown
4. Add **IMEI** (Device ID)
5. Enter **ICCID**
6. Select available **Plan** from the dropdown
7. Enter **Remarks** (if needed)

Click **Next**

EAR366884839-002  

Product Selected:  
Fixed Wireless Access 

**1** Administration **2** Summary


Administration


Location: 626 IVAPPREGTEST!

Location Details: APT 1


---


Company: ABC


End Customer Name\*: 

Initiator\*: 


---

Account ID\*: 


IMEI (Device ID)\*: 

ICCID\*: 

---

Plan\*: 

---

Remarks: 

Character Remaining: 186/186

**Next**



# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid

## Fixed Wireless Access (FWA) I Summary

### Review **Order Summary**

1. Click to Save order
2. Download order
3. Click Back to make adjustments
4. Click to Show History

### Additional Detail:

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

### Click **Submit**

EAR366884839-002 Administration Summary

Product Selected: Fixed Wireless Access

**Order Summary**

Order Name:	EAR366884839-002	Product:	Fixed Wireless Access Fixed Wireless Access Active / Back Up
Company:	ABC	Sub-Location Information:	Apartment: 1
Location:	6261VAPFRE	Max Speed:	50 Mbps / 50 Mbps
ECPD ID:	626189	Initiator:	Name
End Customer Name:	XYZ cOMPANY	Plan:	4G FWA Backup Plan Dynamic 70/20 Mbps_data
Account ID:	820256365-1	ICCID:	allowance 5GB @ \$30
IMEI:	123456789034567		93456789954216744444
IP Configuration:	Dynamic		

Device will be activated upon submission

Show History Back Save Submit

## Search Worklist

### From the **Order Worklist**

1. Enter the submitted **Order ID** (aka PON) onto the search bar of the **Order Worklist** (or search directly from the worklist)
2. Download the worklist
3. Click the **Hyperlink** in the “**Status**” or “**Milestone**” column to open and **view Milestone details**

Quote | **Order** | Reservations | Availability | Request | Repair | Voice | Maps

Search Worklist

Filter by: All Companies | All Owners | Fiber to the Internet (FTTI) & Fix | All Activity **Apply**

Order Name	Project ID	Product	Offering	Submitted Date	Requested Due Date	Status	Milestone
EAR240544041P001		Fiber to the Internet (FTTI) & Fixed Wireless Access	Fiber to the Internet (FTTI) & Fixed Wireless Access Active/Backup			In Progress	Provisioning
4402Test	1000028	Fixed Wireless Access	Fixed Wireless Access Active / Back Up			Open	
EAR240544024-001	1000030	Fiber to the Internet (FTTI)	Fiber to the Internet (FTTI)	11/01/2024	01/08/2025	In Progress	Provisioning



# Fiber to the Internet (FTTI) & Fixed Wireless Access (FWA) Package Order Job Aid



## Milestones

From the **Summary Milestones Page**

1. Select **Cancel Order** or submit **Due Date Change** (if needed)
2. View **Package Summary** details
3. Click Major **Milestones** (i.e. Acceptance) to view Minor Milestones details
4. View **Product Summary** details
5. Change **Product Selected** to view the other Product Summary details

The screenshot displays the Verizon Business interface for order management. At the top, the order ID 'EAR603435397-001' is shown next to a 'Product Selected' dropdown menu currently set to 'Fiber to the Internet (FTTI)'. Action buttons for 'Cancel Order' and 'Due Date Change' are visible. Below this is the 'Package Summary' section, which includes details like 'Package Offering: Fiber to the Internet (FTTI) & Fixed Wireless Access Active/Backup', 'Company: ABC', 'Start Date: 10/28', 'Due Date: 11/30', and 'Package Order Status: In Progress'. A progress bar shows the 'Acceptance' milestone as the current step. The 'Fiber to the Internet (FTTI)' section is expanded to show a 'Summary' table with the following data:

Field	Value
Company	ABC
Product	Fiber to the Internet (FTTI)
Speed	2 Gbps
Location	AMAR ST GERMAN
Activity	Install
Requested Due Date	11/30/2024