



Order Milestones Job Aid

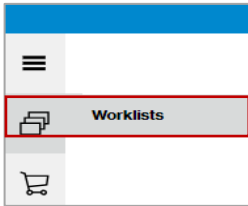


Getting Started

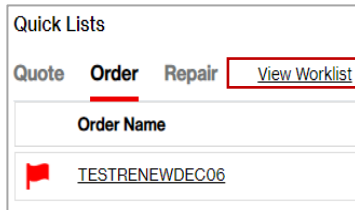
Note: To View Milestones, the order role must be enabled

There are **three** ways to access the **Worklist** to view **Order Milestones**

Option 1: From **Hamburger Menu**



Option 2: From **Quick Lists**



Option 3: From **My Orders**



Search Worklist

From the **Order Worklist**

1. On the search bar, **enter the Order Name aka PON Number**
2. Click the **Hyperlink** in the **“Status”** or **“Milestone”** column to open and **view Milestone details**

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

Search **1**

Filter by: All Companies | All Owners | Wavelength Solutions | All Activity | Apply

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
TST081909562-001		Wavelength Solutions	US Wavelength (Non-Optimized)	11/20/2023		In Progress	Acceptance
TESTWAV10GOFNET		Wavelength Solutions	Metro/National Wave (Optimized Service)	10/28/2021	02/04/2022	In Progress	Acceptance
WAVEBOITEST1G		Wavelength Solutions	Metro/National Wave (Optimized Service)	09/28/2020	12/30/2020	In Progress	Acceptance
TESTWAVE09HSDA1		Wavelength Solutions	Metro/National Wave (Optimized Service)	09/16/2020	12/29/2020	In Progress	Acceptance

Milestones

From the **Summary Milestone Page**

1. Select each of the **Major Milestones** to view general order status
2. Select each of the **Minor Milestones** to view more detail

Milestones

Start Date: 12/6 → Due Date: 1/23 | Order Status: **In Progress** | Milestone: Network Evaluation

1

Acceptance 12/06/2023	Network Evaluation	FOC Summary	Provisioning	Activation	Completion
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2

Order Accepted	Order Verified Date:	12/06/2023
Informational	Service Order Id:	DHVRDAOD126
Order Verified	Activity:	Disconnect
	Product Type:	UNI
	Service Order:	DHVRDAOD126
	Circuit Id:	E3052579
	Order Verified Date:	12/06/2023
	Service Order Id:	IHVRDAOD126
	Activity:	Install
	Product Type:	UNI



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Service Delivery Comments

Click to expand the Service Delivery section

- View **Service Delivery** comments derived from the new Order Tracking Report

Service Delivery ^

Comments

COMING SOON

Milestone Documents

Click to expand the **Documents** section

- Select the **Milestone** document you want to view
- Click to Download a **particular document** or **all documents**

Documents Download All ^

Name	Document type	Date Uploaded	UploadedBy	Download
Complete Milestones	COMPL	12-02-2023	Verizon	2
Firm Order Confirmation Summary	FOC	12-02-2023	Verizon	
Completion Details	Completion	12-02-2023	Verizon	

1 Document Type:

Please select document type to upload document.

3 EUCR-S

4 **Upload Files** or drop files

All file types accepted. Max files size 8MB

Transmit the End User Contingency Document (**EUCR**) to Engineering

- Select EUCR-S from dropdown
- Send uploaded EUCR document to engineering

Milestone Detail View

Here is a summary of the Major/Minor **Order status milestones** that you will expect to see when viewing any **TLS, VzON or OWS** order submitted.

Milestones					
Acceptance	Network Evaluation	FOC Summary	Build Status	Provisioning	Completion
<ul style="list-style-type: none"> Order Accepted Date Remarks Order Number Circuit IDs * 	<ul style="list-style-type: none"> Site Survey Sched Onsite Contact Engineer Contact Customer Ready Date Site Survey Installation Requirements (EUCR) 	<ul style="list-style-type: none"> Order Name aka PON Confirmation Date Service Order Number Circuit ID(s) VLAN(s) BAN Other critical dates 	<ul style="list-style-type: none"> Engineer Order Number Build readiness date 	<ul style="list-style-type: none"> Design layout record Dispatch details Test and turn up details 	<ul style="list-style-type: none"> Demarc Bill Complete Date Test Results*

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Milestone Detail View

Here is a summary of the Major/Minor **Order status milestones** that you will expect to see when viewing any **EVPL, Switched E-Line, Dedicated E-Line, Internet and Wave** order submitted.

Milestones						
Acceptance	Network Evaluation	FOC Summary	Build Status	Provisioning	Activation	Completion
<ul style="list-style-type: none"> Order Accepted Date Remarks Order Number Circuit IDs * 	<ul style="list-style-type: none"> Site Survey Sched Onsite Contact Engineer Contact Customer Ready Date Site Survey Installation Requirements (EUCR) 	<ul style="list-style-type: none"> Order Name aka PON Confirmation Date Service Order Number Circuit ID(s) VLAN(s) BAN Other critical dates 	<ul style="list-style-type: none"> Engineer Order Number Build readiness date 	<ul style="list-style-type: none"> Design layout record Dispatch details Test and turn up details 	<ul style="list-style-type: none"> Schedule or reschedule Activation Testing 	<ul style="list-style-type: none"> Demarc Bill Complete Date Test Results*
* As Applicable						

Here is a summary of the Major/Minor **Order status milestones** that you will expect to see when viewing Broadband related orders such as **FTTI**

Milestones			
Acceptance	FOC Summary	Provisioning	Completion
<ul style="list-style-type: none"> Order Accepted Date 	<ul style="list-style-type: none"> Order Name aka PON Confirmation Date Service Order Number Circuit ID(s) 	<ul style="list-style-type: none"> Order Accepted Date Provisioning complete details Jeopardy 	<ul style="list-style-type: none"> Bill Complete Date

Below is an additional summary of the **Jeopardy milestones** you may see when viewing the status of a submitted FTTI order. The Order Status will display the color red as an alert to review a specific Milestone that's in jeopardy. To view the jeopardy details, click on Provisioning (Major) Milestone then click on the Jeopardy (Minor) Milestone and review the Remarks

Start Date - 4/30 → Due Date - 5/2 Order Status: **Jeopardy** ● Milestone: Provisioning

Acceptance	FOC Summary	Provisioning	Completion
Acceptance 03/28/2024	FOC Summary 03/28/2024	Provisioning 05/16/2024	Completion 05/16/2024

Jeopardy

Master Order Number: 02304320432067
Customer Action: Request Change

Jeopardy Date: 2024-03-11T08:39:20.355+0000

Remarks: No access at location. Please sup PON with new DD or submit cancel.

Below is an additional summary of the **Error milestones** you may see when viewing the status of any order submitted. The Order Status will display the color red as an alert to review a specific Milestone that's in error. To view the error details, click on the Major then click on the Minor Milestone (Example Below)

Start Date - 2/1 → Due Date - 3/16 Order Status: **Error** ●

Acceptance	Network Evaluation	FOC Summary	Build Status	Provisioning	Completion
	Error				

type: Error

Customer Action: Request Change

Error Description: E468 - INVALID TELEPHONE NUMBER FORMAT. (SEE TEXT)

Error Remarks: Please correct errors and respond with a SUP to avoid cancellation of your ASR