

The Cross Connect Requests function allows you to quote and order standard, stand-alone cross connect requests. Your contract pricing is preloaded into the portal. Available cross-connect options include:

- Colo to Colo Cross Connects
- CPA/CPF to Colo Cross Connects
- Colo to Mux

## Create Order Request

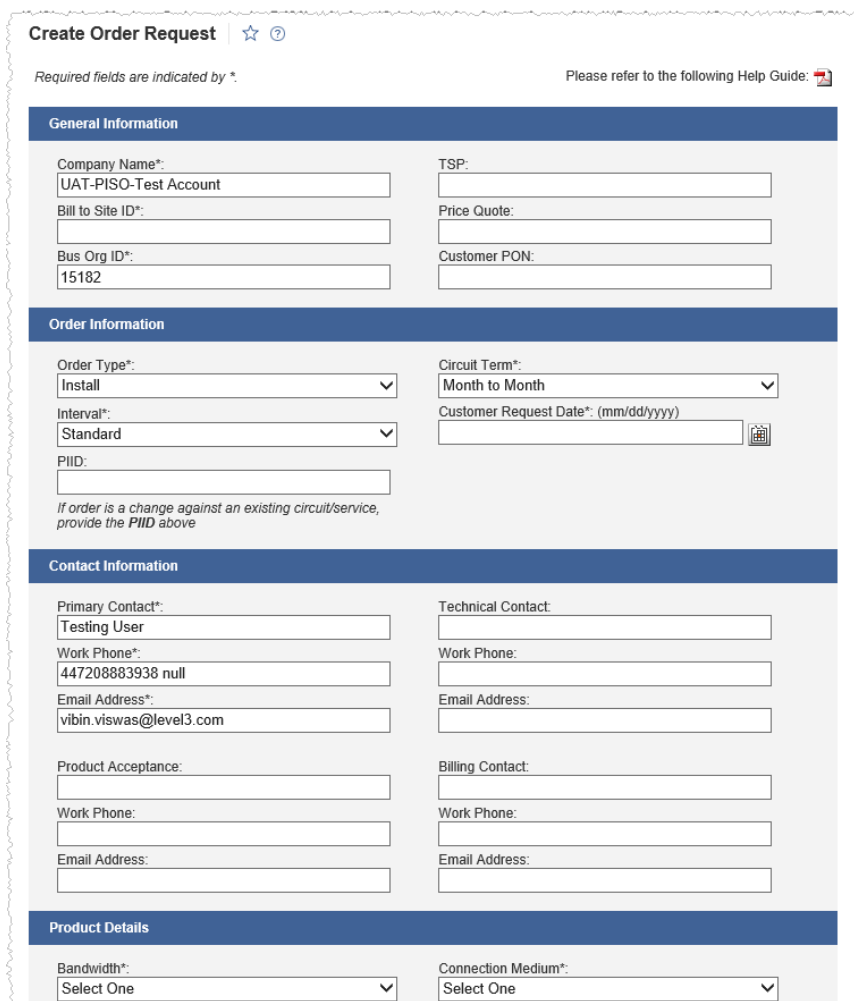
Requesting or modifying Cross Connect service is a simple process of submitting a form with the required information.

To create a service order request:

1. Click **Orders > Cross Connect Request > Create Order Request**.

**Note:** If your user account is associated with multiple accounts, select an account from the screen that appears, then click **Apply to Current Functionality** or **Apply to Entire Session**.

The Create Order Request screen appears (Figure 2):



The screenshot shows the 'Create Order Request' form with the following sections and fields:

- General Information:**
  - Company Name\*: UAT-PISO-Test Account
  - Bill to Site ID\*: [Empty]
  - Bus Org ID\*: 15182
  - TSP: [Empty]
  - Price Quote: [Empty]
  - Customer PON: [Empty]
- Order Information:**
  - Order Type\*: Install
  - Interval\*: Standard
  - PIID: [Empty]
  - Circuit Term\*: Month to Month
  - Customer Request Date\*: (mm/dd/yyyy) [Empty]
- Contact Information:**
  - Primary Contact\*: Testing User
  - Work Phone\*: 447208883938 null
  - Email Address\*: vibin.viswas@level3.com
  - Technical Contact: [Empty]
  - Work Phone: [Empty]
  - Email Address: [Empty]
  - Product Acceptance: [Empty]
  - Work Phone: [Empty]
  - Email Address: [Empty]
  - Billing Contact: [Empty]
  - Work Phone: [Empty]
  - Email Address: [Empty]
- Product Details:**
  - Bandwidth\*: Select One
  - Connection Medium\*: Select One

Figure 1: Create Order Request page

2. Enter as much information as you can in the text boxes

**Note:** At minimum, complete the required fields indicated with an asterisk (\*).

3. Click **Submit**.

**Note:** If a required field is left empty, the form returns an error message upon submission with a list of all required fields that must be completed.

When the form is successfully submitted, the portal displays a confirmation message (Figure 2) and sends an email that includes the Request and Confirmation Number and Cross Connect Request Details. Standard provisioning intervals are between 5 to 8 business days.

**Create Order Request** | ☆ ⓘ

Request and Confirmation Number: **XC000257**  
 A member of our Customer Care team will contact you within 24 hours to provide details for your order.

Cross Connect Request Details			
Company Name:	M3Com of Virginia, Inc	TSP:	
Bill to Site Id:	12345678	Price Quote:	
Bus Org Id:	1-966FEF	Customer PON:	
Order Type:	Install	Circuit Term:	Month to Month
Interval:	Standard	Customer Request Date: (mm/dd/yyyy)	08/29/2018
PIID:			
Primary Contact:	Testing User	Technical Contact:	
Work Phone:	447208883938 null	Work Phone:	
Email Address:	stuart.hamby@level3.com	Email Address:	
Product Acceptance:		Billing Contact:	
Work Phone:		Work Phone:	
Email Address:		Email Address:	
Bandwidth:	DS1	Connection Medium:	Cat5
Interface:	RJ45	Customer Hand Off:	
Termination Type:	Customer Provided Access	Vendor:	
PIID/Space Code:		Vendor Order Number:	
DLR Information:		Vendor Circuit ID:	
Aisle:		Vendor PON:	
Bay:		Vendor Contact Name:	

Figure 2: Create Order Request confirmation message

## Status Update Request

The Order Status form is used to request status on Cross Connect requests *only*. (The status of all other orders can be viewed by clicking **Orders > Order Status**.)

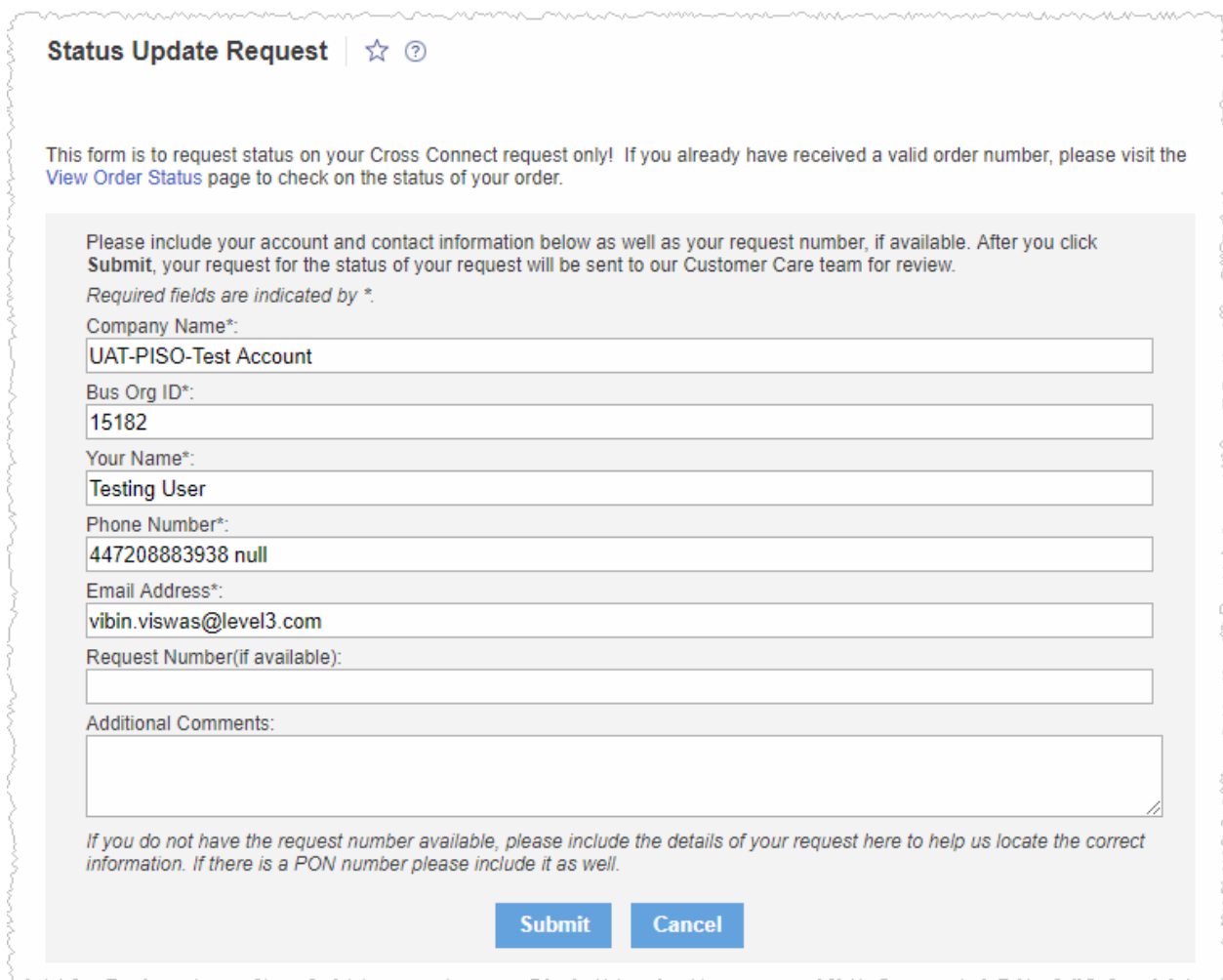
**Note:** If you have already received a valid Order Number for your Cross Connect request, you can likewise check the status of that order by clicking **Orders > Order Status**.

To view a Cross Connect order status:

1. Click **Orders > Cross Connect Request > Status Update Request**.

**Note:** If your user account is associated with multiple accounts, select an account from the screen that appears, then click **Apply to Current Functionality** or **Apply to Entire Session**.

2. The Status Update Request page appears (Figure 3):



The screenshot shows the 'Status Update Request' page. At the top, there is a title 'Status Update Request' with a star icon and a help icon. Below the title is a message: 'This form is to request status on your Cross Connect request only! If you already have received a valid order number, please visit the [View Order Status](#) page to check on the status of your order.' The main form area contains instructions: 'Please include your account and contact information below as well as your request number, if available. After you click **Submit**, your request for the status of your request will be sent to our Customer Care team for review. Required fields are indicated by \*.' The form fields are: 'Company Name\*' (UAT-PISO-Test Account), 'Bus Org ID\*' (15182), 'Your Name\*' (Testing User), 'Phone Number\*' (447208883938 null), 'Email Address\*' (vibin.viswas@level3.com), 'Request Number(if available):' (empty), and 'Additional Comments:' (empty text area). At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

Figure 3: Status Update Request page

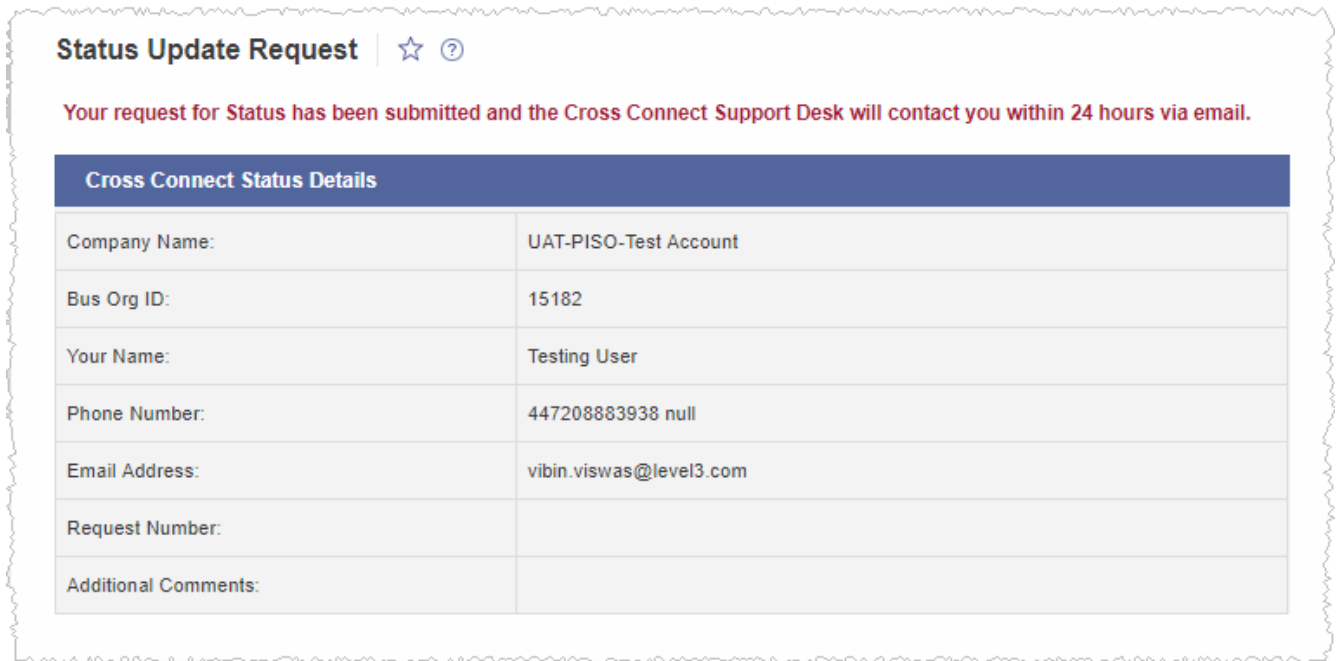
3. Enter as much information as you can in the text boxes.

**Note:** At minimum, you must complete the required fields indicated with an asterisk (\*).

4. Click **Submit**.

**Note:** If a required field is left empty, the form returns an error message upon submission with a list of all required fields that must be completed.

When the form is successfully submitted, the portal displays a confirmation message (Figure 4). You will receive an update within 24 hours.



The screenshot shows a confirmation message for a 'Status Update Request'. At the top, there is a title 'Status Update Request' with a star icon and a help icon. Below the title, a red message states: 'Your request for Status has been submitted and the Cross Connect Support Desk will contact you within 24 hours via email.' Underneath this is a table titled 'Cross Connect Status Details' with the following information:

Cross Connect Status Details	
Company Name:	UAT-PISO-Test Account
Bus Org ID:	15182
Your Name:	Testing User
Phone Number:	447208883938 null
Email Address:	vibin.viswas@level3.com
Request Number:	
Additional Comments:	

Figure 4: Status Update Request confirmation message