



Wholesale Self Serve training module

Changing Capacity Based
Billing speed with Ethernet
Access Service

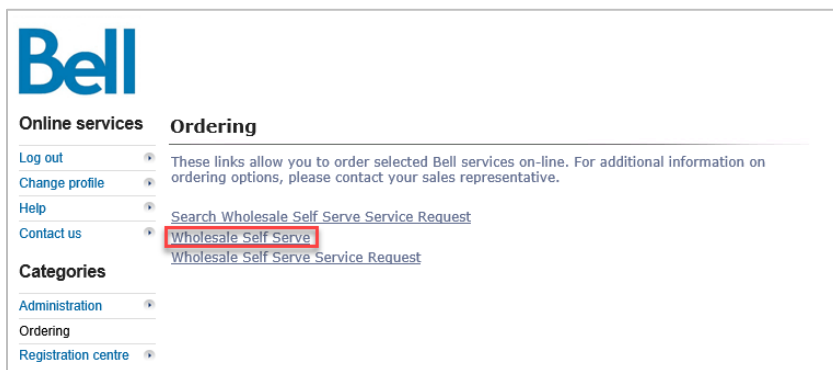
Bell

The following process describes the steps to issue an order to upgrade Capacity Based Billing (CBB) for Wholesale Ethernet Connect Service (WECS) services in Wholesale Self Serve (WSS).

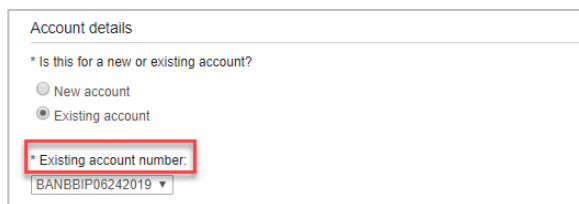
The following reference materials are available:

- [Training video that covers submitting an EI order in WSS](#)
- To request a support session, [click here](#)
- To request new user credentials, [click here](#)

1. Logon to the [Bell Business Portal](#)
2. Under the **Categories** menu, click **Ordering** then click **Wholesale Self Serve**



3. Click **Create new service request**
4. Select a service region, enter a Purchase order number (PON) and select an account number from the drop down menu

A screenshot of the 'Account details' form. It contains a question: '* Is this for a new or existing account?' with two radio button options: 'New account' and 'Existing account'. The 'Existing account' option is selected. Below this, there is a field for '* Existing account number' with a dropdown menu showing 'BANBBIP06242019'.

5. Select Ethernet Access Service (EAS), then select **Add and configure**
6. Identify the Service Type and Presale or Firm order
 - Note that a Presale order initiates a facilities check; a Firm order initiates an installation.

7. Select **Change request** and click **Retrieve asset**

Ethernet Access Service (EAS) service details

* Indicates mandatory field

Ethernet Access Service (EAS) information

* Service type:

Ethernet AHSSPI

Ethernet CO Connecting Link

Ethernet Transport

* Request type:

Firm order

Presale

* Activity:

New installation

Change request

Upgrade

Move same premises

Move different premises

Disconnect

Retrieve asset Create

8. Select the Circuit number from the drop-down menu

9. Select **Create**

Circuit # available:

Port circuit # available:

Create

10. Identify the end user site name for Site A and verify the address

11. Enter the Site Contact details or select Copy to populate your information

12. Identify the new Capacity Based Billing (CBB) speed

- Note the CBB speed must be entered in increments of 100 and between 1000 to 10000 inclusive
- The first section highlights the current speed e.g. combination residential/business 400M
- The second section highlights the new requested speed e.g. combination residential/business 1G

13. Click **Save**

Ethernet Access Service (EAS) service details

LX single mode fibre (1G)

Customer traffic from:

Residential
Capacity value from:

Business
Capacity value from:

Combination residential/business
Capacity value from:

Customer traffic to:

Residential
Capacity value to:

Business
Capacity value to:

Combination residential/business
Capacity value to:

Eligible for Capacity Based Billing (CBB) discount: Yes

Additional port(s) remarks:

Cancel Clear fields Save

14. Enter a brief description of the order in the General remarks field, e.g. EAS speed change to 400M

Site Z details

Ethernet virtual connection (EVC) information

General remarks

Remarks:

CBB upgrade from 400M to 1G

Cancel Clear fields Save

15. Select the Requested due date

16. Click **Continue**

Due date information

* Requested due date:

2019/11/20

Do you want to prioritize your request?
Please be aware that there may be additional charges associated with a priority due date request.

Yes. Please provide a reason:
 No

Due date interval:
Please note that intervals starting before 8:00 AM or after 5:00 PM are considered outside Bell's regular business hours.

Business hours (8AM - 5PM)
 Other, please specify

Please be aware that there may be additional charges for work to be completed outside Bell's regular business hours.

Remarks for installer:

Exit Clear fields Save Continue

17. Review the order and update, if required, by clicking **Edit**

18. Save the order as a pdf by clicking **Print**, if required.

19. Click **Submit**

- Note, upon submitting the order, changes must be made by clicking the revise button on the homepage or clicking cancel to completely cancel the order.