



# Wholesale Self Serve training module

Changing Capacity Based  
Billing speed with Wholesale  
Ethernet Connect Service

**Bell**

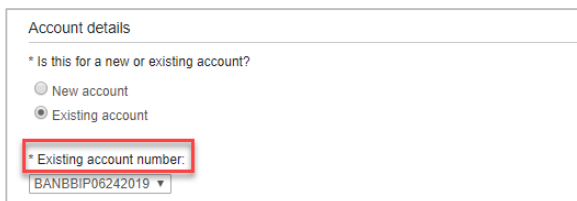
The following process describes the steps to issue an order to change the Capacity Based Billing (CBB) speed for Wholesale Ethernet Connect Service (WECS) services in Wholesale Self Serve (WSS).

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**

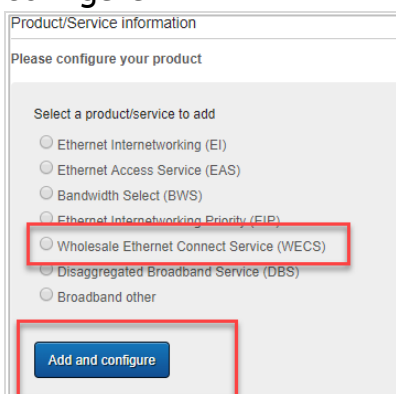


3. Click **Create new service request**
4. Select a service region, enter a Purchase order number (PON) and select an account number from the drop down menu



The screenshot shows the 'Account details' form. It includes a question: '\* Is this for a new or existing account?' with radio buttons for '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 Wholesale Ethernet Connect Service (WECS), then select **Add and configure**

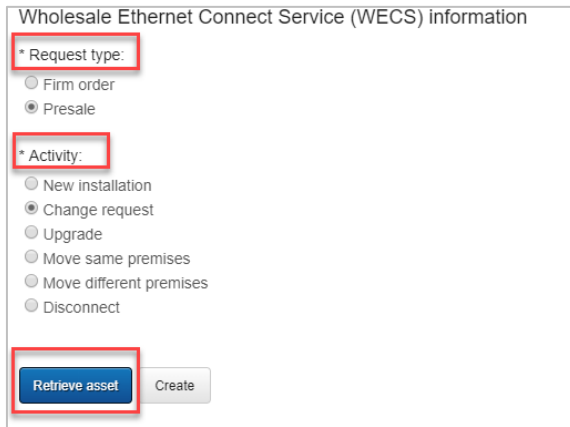


The screenshot shows the 'Product/Service information' form. It includes a section titled 'Please configure your product' with a list of services to add. The 'Wholesale Ethernet Connect Service (WECS)' option is selected and highlighted with a red box. Below the list, there is a blue button labeled 'Add and configure' also highlighted with a red box.

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**



Wholesale Ethernet Connect Service (WECS) information

\* Request type:

Firm order

Presale

\* Activity:

New installation

Change request

Upgrade


Move same premises

Move different premises

Disconnect

8. Select the Circuit number and Port circuit number from the drop-down menus

9. Select **Create**



Circuit # available:

Port circuit # available:

10. 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

11. Click **Save**

Customer traffic  
Capacity values requested must be increments of 100 starting from 3000 to 10000 inclusive.

Customer traffic from:

Combination residential/business  
Capacity value from: 6900

Customer traffic to:

Residential  
Capacity value to:

Business  
Capacity value to:

Combination residential/business  
Capacity value to: 10000

General remarks

Remarks:

Cancel Clear fields Save

12. Select the Requested due date

13. 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

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

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

16. 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.