Wholesale Self Serve training module

Issuing a change request for Ethernet Internetworking services

Bell

The following process describes the steps to issue an order to disconnect Ethernet (EI) 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**
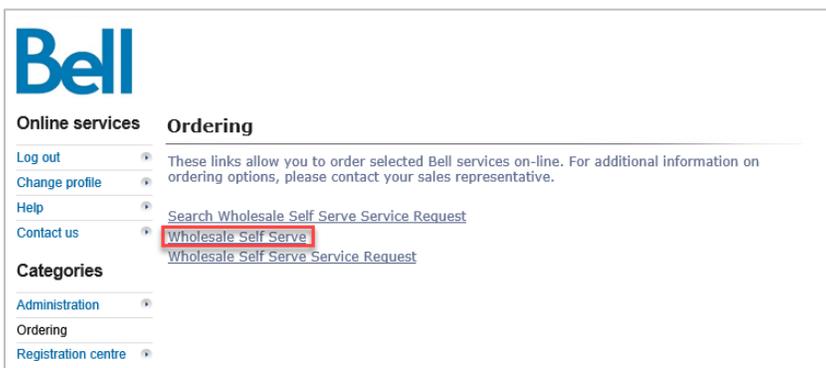
3. Click **Create new service request**
4. Select a service region, enter a PON and select an account number from the drop down menu
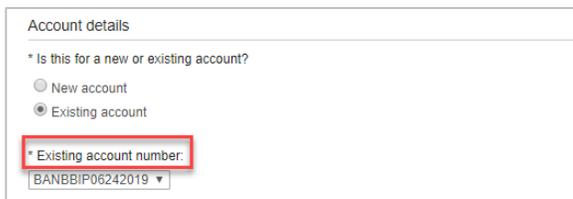
5. Select Ethernet Internetworking (EI), then select **Add and configure**
6. Select Ethernet Internetworking (EI) and Presale or Firm order
   - Note that a Presale order initiates a facilities check; a Firm order initiates an installation.

7. Click the **+** icon to open fields associated with Site A or Site Z
   - The location details associated with Site A and contact information are mandatory; Site Z details are recommended.

8. Select **Change request** in the Activity field
9. Enter the Access Circuit Number and Initial Port Circuit Number
   - If the port circuit number is not available, use the access circuit number in both fields
10. In the General remarks, provide a brief description of the order e.g. new installation for EI at ABC location with 1GB access and 200 EVC

11. In the Ethernet virtual connection (EVC) section, select **Change path**

12. Enter the A end and Z end Port circuit numbers and EVC type, if required

13. Change the Class of service type and Bandwidth, if required

14. Click **Continue**

15. Select the Requested due date
16. Select the Due date interval
17. 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

18. Review the order and update, if required, by clicking **Edit**
19. Save the order as a pdf by clicking **Print**, if required.
20. 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.

Bell