



Wholesale Self Serve training module

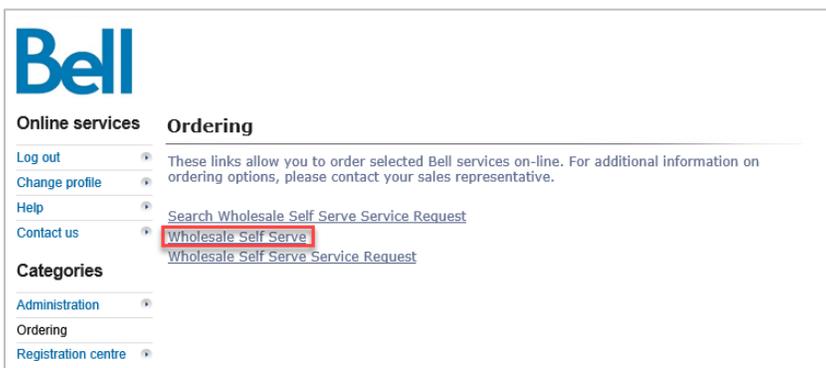
Issuing a change request for
Ethernet Internetworking
services

Bell

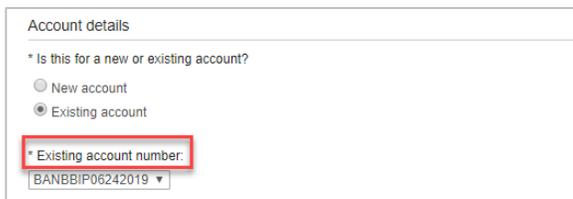
The following process describes the steps to issue an order to disconnect Ethernet (EI) services in Wholesale Self Serve (WSS).

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

A screenshot of the 'Account details' form. It contains a question: '* Is this for a new or existing account?'. There are 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 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.

Ethernet Internetworking (EI) service details

the Agreement. The provisioning of this Service Order constitutes written acceptance of the Service Order by Bell.

Site A details 
At least one site is mandatory.

Site Z details 
At least one site is mandatory.

Ethernet virtual connection (EVC) information 

General remarks

Remarks:

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

Ethernet Internetworking (EI) service details

Access type information

* Activity:

New installation

Change request

Upgrade

Move same premises

Move different premises

Disconnect

Site Z details 
At least one site is mandatory.

Ethernet virtual connection (EVC) information 

General remarks

Remarks:

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

Ethernet virtual connection (EVC) information

EVC 1 +

* Path action:

- Add path
- Change path
- Remove path

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

* Port circuit number (A end):

05luxx-

EVC type (A end):

Select

* Port circuit number (Z end):

05luxx-

EVC type (Z end):

Select

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

Class of service

Business Priority – EIR can only be ordered in combination with Business Priority – CIR

Business Priority - EIR cannot exceed the value of Business Priority - CIR, and the sum of both cannot exceed the access speed selected.

Contact your CSE if Hairpin is required.

Change from		Change to	
Class of service type:	Bandwidth	Class of service type	Bandwidth
<input type="checkbox"/> Near real time - CIR:	Select	Select	Select
<input type="checkbox"/> Business priority - CIR:	Select	Select	Select
<input type="checkbox"/> Business priority - EIR:	Select	Select	Select
<input checked="" type="checkbox"/> Standard - EIR:	200M	Standard - EIR	500M
<input type="checkbox"/> Add new class of service:		Select	Select
<input type="checkbox"/> Add new class of service:		Select	Select

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.