Wholesale Self Serve training module
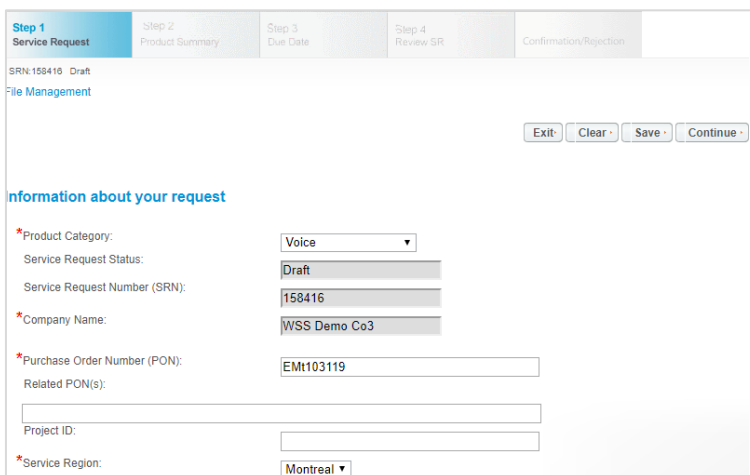
Disconnecting Business Lines

Bell

The following process describes the steps to issue an order to disconnect Business Lines 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 Service Request**
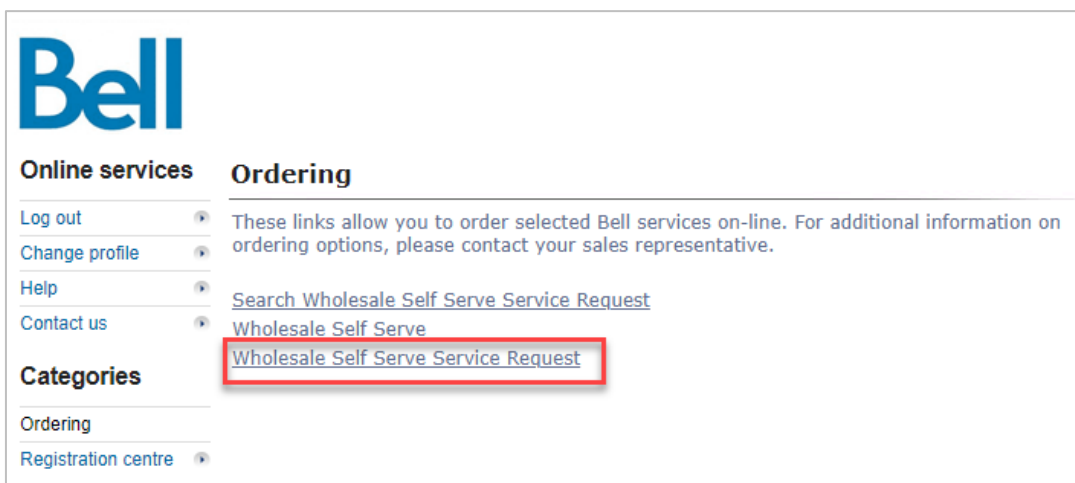
3. Select **Voice** from the Product Category drop-down menu
4. Enter a Company Name and Purchase Order Number (PON)
5. Select a Service Region

6. Enter an Existing Account number

7. Select **Continue**

8. Select **Add Line Item**

9. Select Individual Business Line from the Product/Service menu
10. Select **Disconnect line(s)** from the Activity menu
11. Enter the Existing phone number to disconnect
12. Select the Individual Business Line Type
13. Select **Create**

14. Enter the Contract Number and Contract Term

Individual Business Line Information

End User 911 Name: _____

Outbound Name Display: ○ Display Name ○ Private   Outbound Name: _____

*Contract Number   1234567

*Contract Term   1

Contract termination charges may be applicable

MLDS Contract Number _____

15. Select **Service Address**

Features

[+]

Service Address ▸

16. Enter the service address

Search Service Address in previous Service Requests

Validate your address with Bell

*End Company Name:

abc

Civic Number Prefix: _____

*Civic Number: 151
Civic Number Suffix: _____

*Street Name: front
Street Type: Street ▼
Street Direction: West ▼

Location Type: _____ ▼

Location Number: _____

Additional Location Name: _____ ▼

Additional Location Number: _____

*Municipality/City: toronto

*Province/State: Ontario ▼

Postal code/Zip code: _____

*Country: Canada ▼

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

18. Click **Validate** on the top left of the screen under Service Address

19. Select the correct address from the populated list
20. Select **Continue**
21. Select the Requested Due Date
22. Enter Remarks for Installer
23. Click **Continue**

24. Review the order and update, if required, by clicking **Edit**
25. Save the order as a pdf by clicking **Print**, if required.
26. 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.