



Wholesale Self Serve training module

Disconnecting Ethernet
Internetworking services

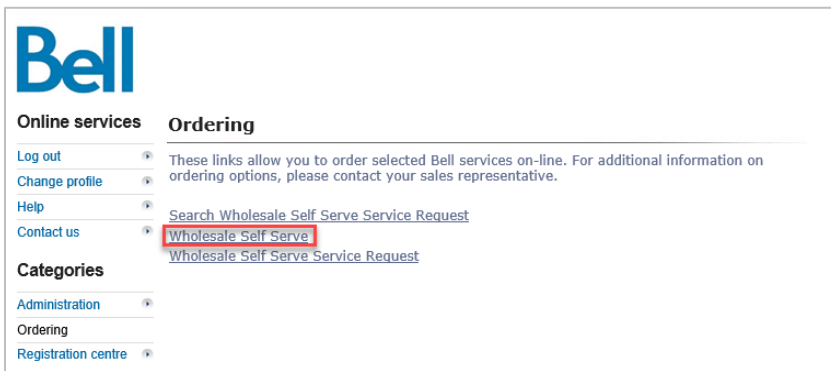
Bell

The following process describes the steps to issue an order to disconnect Ethernet Internetworking (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 Purchase order number (PON) and select an account number from the drop down menu

The screenshot shows the 'Account details' form. It asks '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 Internetworking (EI)**, then select **Add and configure**

The screenshot shows the 'Product/Service information' form. It asks 'Please configure your product' and provides a list of product/service options to add. The 'Ethernet Internetworking (EI)' option is selected and highlighted with a red box. Other options include 'Ethernet Access Service (EAS)', 'Bandwidth Select (BWS)', 'Ethernet Internetworking Priority (EIP)', 'Wholesale Ethernet Connect Service (WECS)', 'Disaggregated Broadband Service (DBS)', and 'Broadband other'. At the bottom, there is a blue 'Add and configure' button.

6. Select Ethernet Internetworking (EI) and Presale or Firm order



Ethernet Internetworking (EI) information

* Service type:

Ethernet Internetworking (EI)
 Internet Connect Service (ICS)

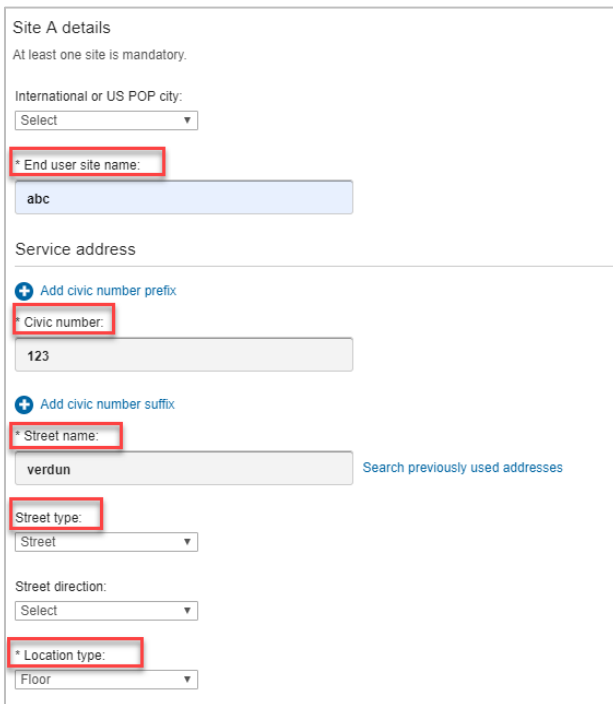
* Request type:

Firm order
 Presale

7. Scroll down to Site A details and complete the required fields, indicated with an asterisk (*)

- Note a minimum of one site is mandatory

In this example, Site A is being disconnected however the steps are the same to disconnect Site Z.



Site A details

At least one site is mandatory.

International or US POP city:
Select

* End user site name:
abc

Service address

+ Add civic number prefix

* Civic number:
123

+ Add civic number suffix

* Street name:
verdun [Search previously used addresses](#)

Street type:
Street

Street direction:
Select

* Location type:
Floor

8. Under activity, select **Disconnect**

9. Enter the Access circuit number

* Activity:

- New installation
- Change request
- Upgrade
- Move same premises
- Move different premises
- Disconnect

* Access circuit number:

* Access type:

Customer premise equipment (CPE):

- Yes

Link aggregation group (LAG) access protection:

- No
- Yes

Initial port

* Initial port circuit number:

10. Under General remarks, include a brief description of the order including the activity type and the circuit number
11. Click **Continue**
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.