



Wholesale Self Serve
training module

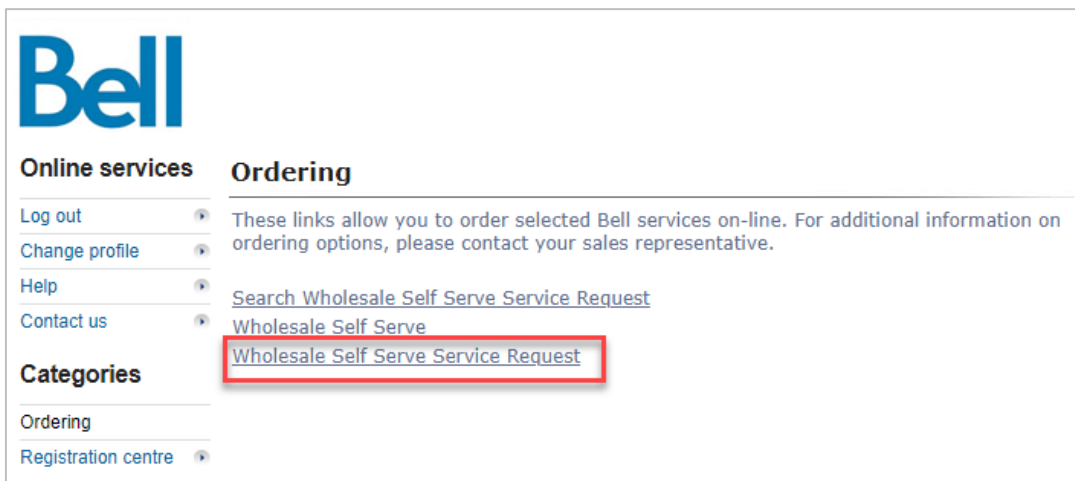
Disconnecting Megalink
services entirely

Bell

The following process describes the steps to issue an order to disconnect Megalink services entirely 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

The screenshot shows the 'Step 1 Service Request' form. The form is titled 'Step 1 Service Request' and has a progress bar with five steps: Step 1 (Service Request), Step 2 (Product Summary), Step 3 (Due Date), Step 4 (Review SR), and Confirmation/Rejection. The form is currently in the 'Draft' status. The 'File Management' link is visible. The form fields are as follows:

*Product Category:	Voice
Service Request Status:	Draft
Service Request Number (SRN):	158416
*Company Name:	WSS Demo Co3
*Purchase Order Number (PON):	EMT103119
Related PON(s):	
Project ID:	
*Service Region:	Montreal

6. Enter an Existing Account number



7. Select Continue

Account Details

*Is this for a New or Existing Account?

New Account

Existing Account

Service Request History

Service Request Number (SRN) 161135

Exit Clear Save **Continue**

8. Select Add Line Item

Line Item	Activity	TN	Service Address	Edit	Clone	Del.
Add Line Item						

Product Detail Service Address

Exit Continue

9. Select **ISDN Megalink** from the Product/Service menu

10. Select **Disconnect service in its entirety** from the Activity menu

11. Enter the Existing Telephone Number associated with the service

12. If you know the circuit number, add it here. If not, click Create

Activity

What would you like to do on this Service Request?

*Product/Service: ISDN Megalink

*Activity: Disconnect service in its entirety

*Existing Telephone Number: 514 342 6754

Circuit Number:

Create Cancel

13. Enter the Existing Data Account Number

Order Information

*Existing Data Account Number:

Access Type: DS1 DS3

Quantity of DS-1(s) to be added:

Quantity of DS-1 to be removed:

Do DS-1(s) Terminate on DS-3 Circuits(s)?: Yes No

DS-3 Circuit:

14. Click **Service Address**

15. Enter the service address

*End Company Name:

Civic Number Prefix:

*Civic Number:

Civic Number Suffix:

*Street Name:

Street Type:

Street Direction:

Location Type:

Location Number:

Additional Location Name:

Additional Location Number:

*Municipality/City:

*Province/State:

Postal code/Zip code:

*Country:

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

Site Contact

Copy the information of the 'Requested By' contact

*Site Contact Name: Bell WSS Support Team

*Telephone Number: 000 000 0000 Extension #

Cell Number

Pager Number

Email: wholesaleselfserve@bell.ca

Language: English ▾

17. Click **Save Service Address**

Clear Cancel **Save Service Address**

18. Click **Continue**

19. Select the Requested Due Date

Exit Clear Save **Continue**

*Requested Due Date: [Calendar Icon]

Do you want to prioritize your request?
Please be aware that there may be a fee associated with priority due date requests.

Yes No

Due Date Interval: [Dropdown]

Remarks for Installer: [Text Area]

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

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

22. 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.