



Wholesale Self Serve training module

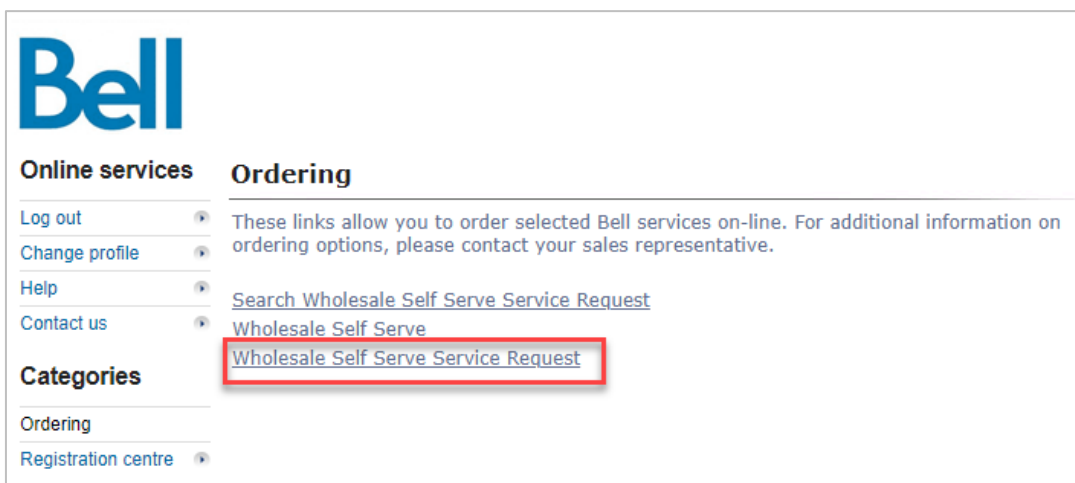
Disconnecting voice
services entirely

Bell

The following process describes the steps to issue an order to disconnect voice services such as Business Lines in Wholesale Self Serve (WSS) entirely.

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 steps: Step 1 Service Request, Step 2 Product Summary, Step 3 Due Date, Step 4 Review SR, and Confirmation/Rejection. The form contains the following fields:

- SRN: 158416 Draft
- File Management
- Exit Clear Save Continue
- Information about your request
- *Product Category: Voice (dropdown)
- Service Request Status: Draft
- Service Request Number (SRN): 158416
- *Company Name: WSS Demo Co3
- *Purchase Order Number (PON): EM103119
- Related PON(s):
- Project ID:
- *Service Region: Montreal (dropdown)

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 **Individual Business Line** from the Product/Service menu
10. Select **Disconnect service in its entirety** from the Activity menu
11. Enter the Existing phone number to disconnect
12. Select the Individual Business Line Type
13. Select **Create**

Activity

What would you like to do on this Service Request?

*Product/Service: Individual Business Line

*Activity: Disconnect service in its entirety

*Existing Telephone Number: 403 345 8949

*Individual Business Line Type: Basic Business Line

Create Cancel

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:

*Contract Term:

Contract termination charges may be applicable

MLDS Contract Number:

15. Select Service Address

Features

+

Service Address

16. Enter the service address details

Search Service Address in previous Service Requests

Validate your address with Bell

*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:

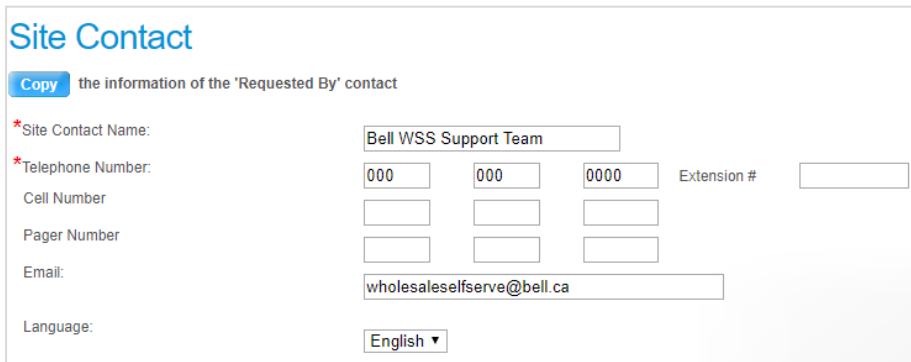
*Province/State:

Postal code/Zip code:

*Country:



17. 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:

*Telephone Number: Extension #

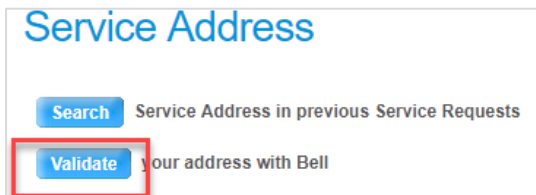
Cell Number

Pager Number

Email:

Language:

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



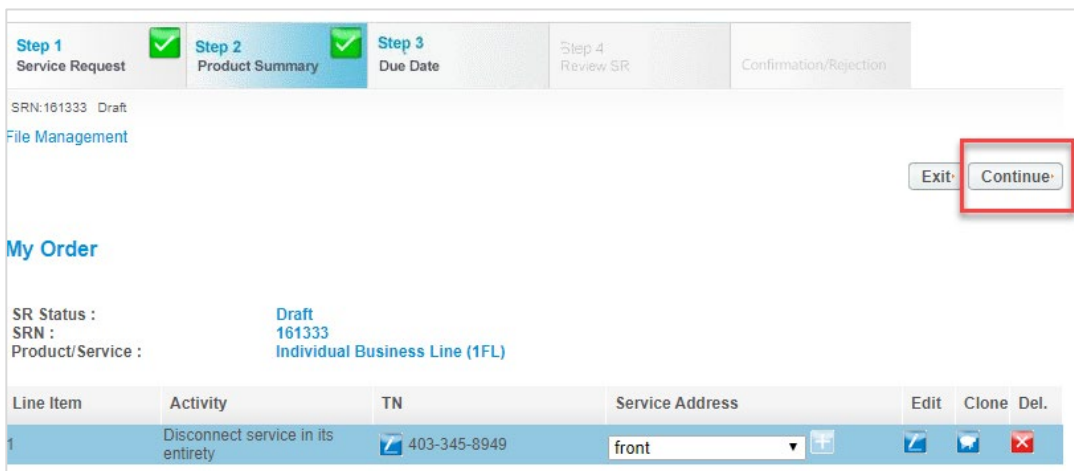
Service Address

Search Service Address in previous Service Requests

Validate your address with Bell

19. Select the correct address from the populated list

20. Select **Continue**



Step 1 Service Request **Step 2** Product Summary **Step 3** Due Date **Step 4** Review SR Confirmation/Rejection

SRN: 161333 Draft

File Management

Exit **Continue**

My Order

SR Status : Draft
SRN : 161333
Product/Service : Individual Business Line (1FL)

Line Item	Activity	TN	Service Address	Edit	Clone	Del.
1	Disconnect service in its entirety	403-345-8949	front			

21. Select the Requested Due Date

22. Click **Continue**

SRN:158417 Draft
File Management

2019/11/07

Exit Clear Save Continue

Bell standard interval:
*Requested Due Date: 2019/11/07

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:

Remarks for Installer:

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

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

25. 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.