



# Wholesale Self Serve training module

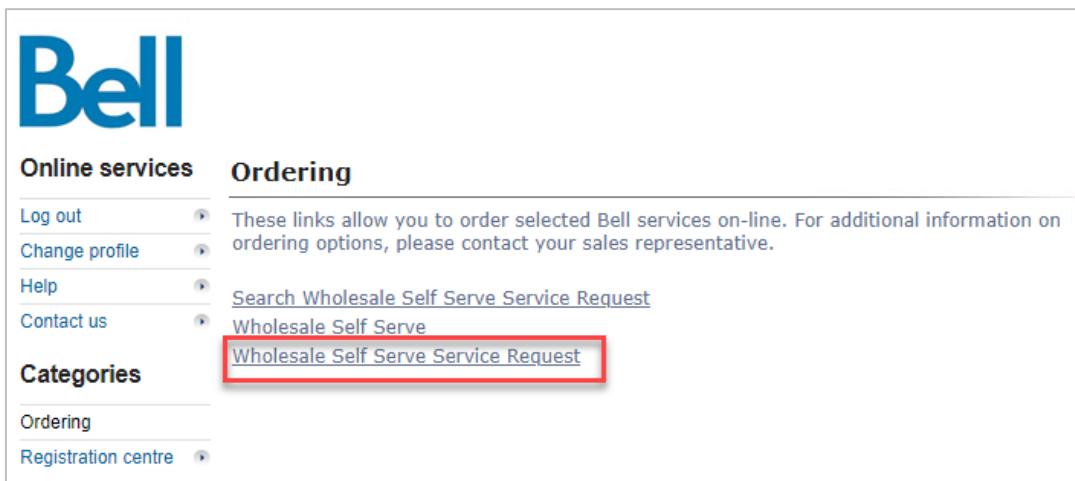
Relocating a Megalink service  
within the same premise

**Bell**

The following process describes the steps to issue an order to to relocate a Megalink service within the same premise in Wholesale Self Serve (WSS).

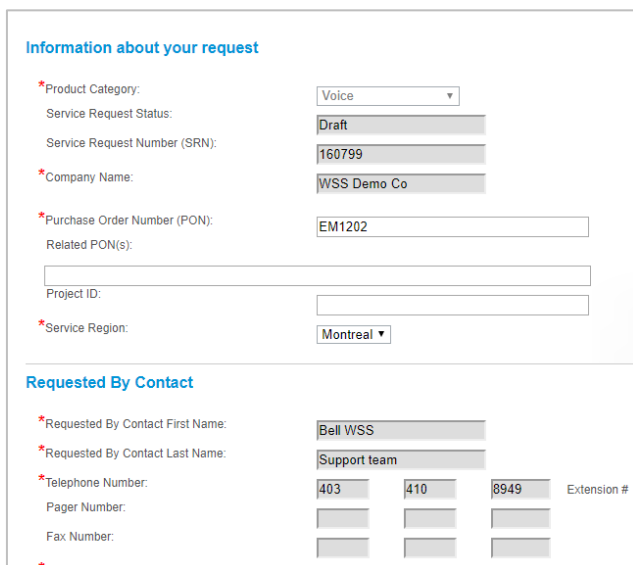
The following reference materials are available:

- [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**



The screenshot shows the Bell Business Portal interface. On the left, there is a navigation menu with sections: 'Online services' (Log out, Change profile, Help, Contact us) and 'Categories' (Ordering, Registration centre). The 'Ordering' section is expanded, showing a list of links: 'Search Wholesale Self Serve Service Request', 'Wholesale Self Serve', and 'Wholesale Self Serve Service Request'. The 'Wholesale Self Serve Service Request' link is highlighted with a red rectangular box.

3. Select **Voice** from the Product Category drop-down menu
4. Select a service region, enter a Purchase Order Number (PON) and Contact Information



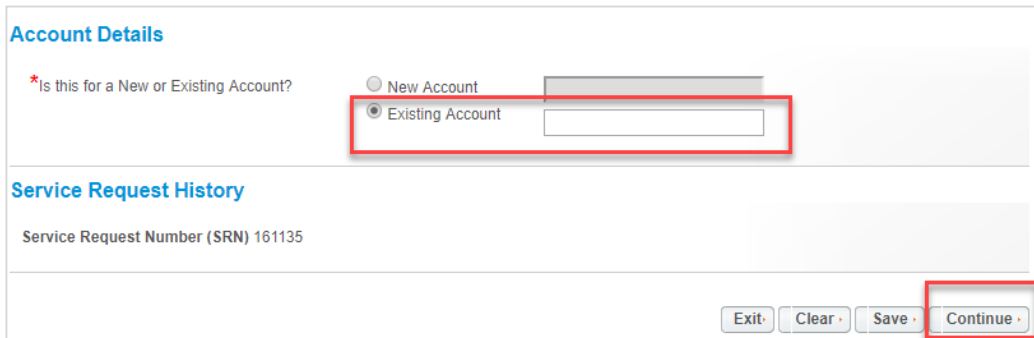
The screenshot shows the 'Information about your request' form. It contains the following fields and values:

- \*Product Category: Voice (dropdown menu)
- Service Request Status: Draft
- Service Request Number (SRN): 160799
- \*Company Name: WSS Demo Co
- \*Purchase Order Number (PON): EM1202
- Related PON(s):
- Project ID:
- \*Service Region: Montreal (dropdown menu)

Below this section is the 'Requested By Contact' section with the following fields and values:

- \*Requested By Contact First Name: Bell WSS
- \*Requested By Contact Last Name: Support team
- \*Telephone Number: 403, 410, 8949 (with 'Extension #' label)
- Pager Number:
- Fax Number:
- \*Email:

5. Enter an Account number
6. Select **Continue**



**Account Details**

\*Is this for a New or Existing Account?

New Account

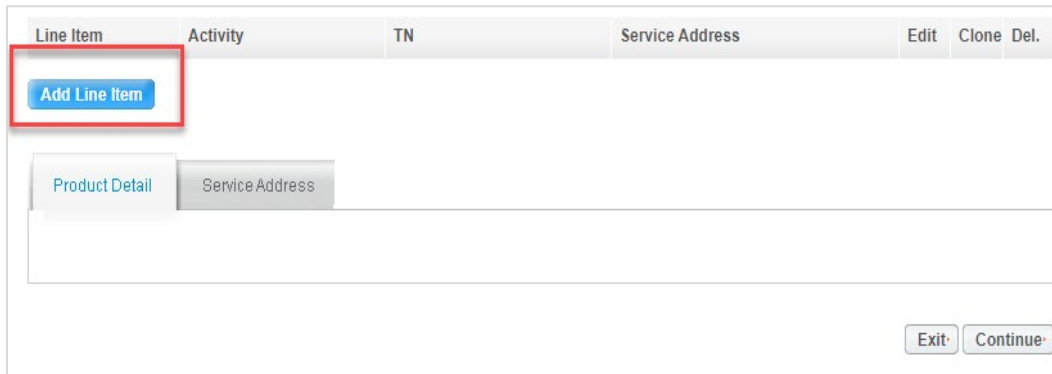
Existing Account

**Service Request History**

Service Request Number (SRN) 161135

Exit Clear Save **Continue**

7. Select Add Line Item

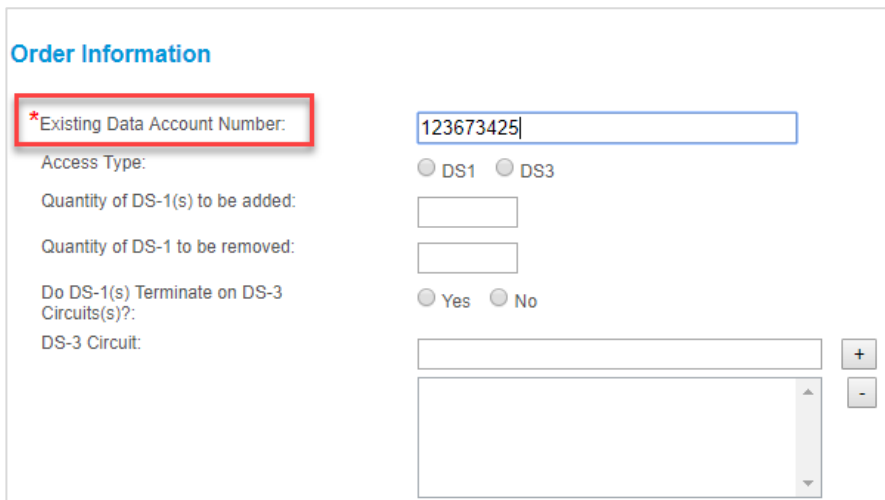


Line Item	Activity	TN	Service Address	Edit	Clone	Del.
<b>Add Line Item</b>						

Product Detail Service Address

Exit Continue

8. Under the Product/Service menu select **ISDN Megalink**
9. Select **Relocate existing service within same premises** from the Activity field menu
10. Enter the Existing Phone Number
11. If you know the circuit number, add it here. If not, click **Create**
12. Enter the Existing Data Account Number



**Order Information**

\*Existing Data Account Number: 123673425

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:  +  
 -

13. Click **Service Address**
14. 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:

15. 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 #

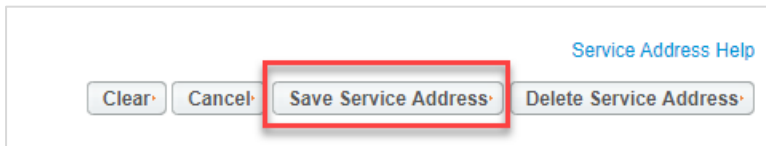
Cell Number

Pager Number

Email:

Language:

16. Click **Save Service Address**

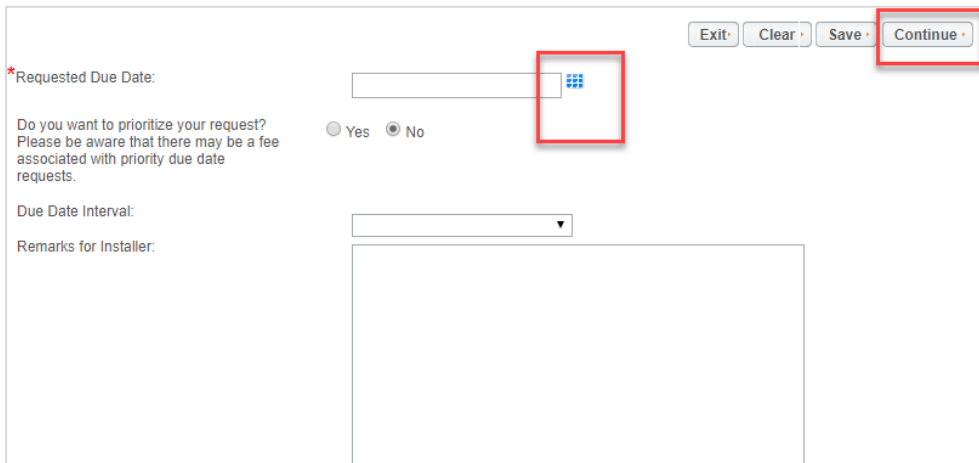


Service Address Help

Clear Cancel **Save Service Address** Delete Service Address

17. Click **Continue**

18. Select the Requested Due Date



Exit Clear Save **Continue**

\*Requested Due Date:

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:

19. Click **Continue**

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.