



Wholesale Self Serve training module

Ordering Ethernet Access services

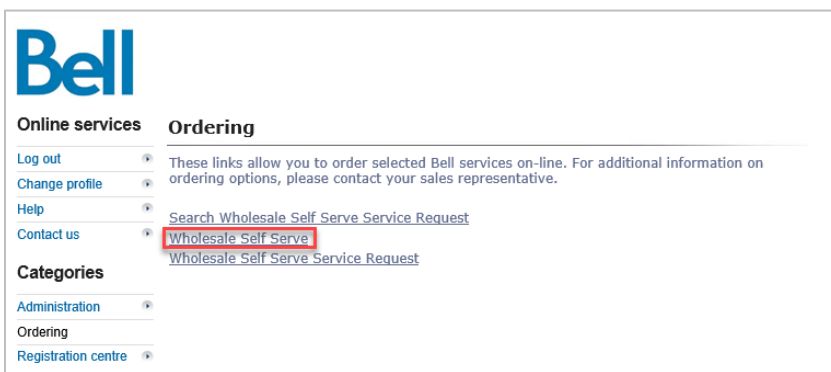


The following process describes the steps to issue an order to order a new Ethernet Access service (EAS) in Wholesale Self Serve (WSS).

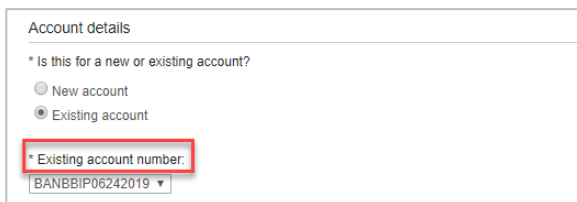
The following reference materials are available:

- [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 and select an account number from the drop down menu

A screenshot of the 'Account details' form. The form has a title 'Account details' and a question '* Is this for a new or existing account?'. There are two radio buttons: 'New account' and 'Existing account'. The 'Existing account' radio button is selected. Below the radio buttons, there is a field labeled '* Existing account number.' which is highlighted with a red rectangular box. The field contains the value 'BANBBIP06242019' and a dropdown arrow.

5. Select Ethernet Access Service (EAS), then select **Add and configure**
6. Identify the Service Type and Presale or Firm order
 - Note that a Presale order initiates a facilities check; a Firm order initiates an installation.

7. Select **New installation** and click **Create**

Ethernet Access Service (EAS) information

* Service type:

- Ethernet AHSSPI
- Ethernet CO Connecting Link
- Ethernet Transport

* Request type:

- Firm order
- Presale

* Activity:

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


Create


8. Click the + icon to open fields associated with Site A or Site Z


- The location details associated with Site A and contact information are mandatory; Site Z details are recommended.

Ethernet Internetworking (EI) service details

the Agreement. The provisioning of this Service Order constitutes written acceptance of the Service Order by Bell.

Site A details 
At least one site is mandatory.

Site Z details 
At least one site is mandatory.

Ethernet virtual connection (EVC) information 

General remarks

Remarks:

Cancel Clear fields Save

9. Identify the end user site name for Site A and verify the address
10. Enter the Site Contact details
11. Define the access type and media interface type and the demarcation power option

* Access type:

Select

Select

10M

100M

1G

(CPE):

No

* Media interface type:

RJ45/copper (10/100/1G)

SX multi mode fibre (1G)

LX single mode fibre (1G)

Media interface type:

RJ45/copper (10/100/1G)

SX multi mode fibre (1G)

LX single mode fibre (1G)

* Port auto negotiation:

Not applicable (10M/100M)

Enabled (1G)

Disabled (1G)

* VLAN trunking:

No trunk port

VLAN trunk port

* Customer traffic:

Residential
Capacity value: Select

Business
Capacity value: Select

Combination residential/business
Capacity value: Select

12. Enter a brief description of the order in the General remarks field, e.g. EAS speed change to 400M

The screenshot shows a web form with several sections. At the top, there is a section for 'Site Z details' with a plus icon. Below it is 'Ethernet virtual connection (EVC) information' with another plus icon. The 'General remarks' section is highlighted with a red circle and contains a text input field with the text 'CBB upgrade from 400M to 1G'. At the bottom right of the form, a blue 'Save' button is also highlighted with a red circle. There are also 'Cancel' and 'Clear fields' buttons at the bottom left.

13. Click **Save**
14. Select the Requested due date
15. Click **Continue**

The screenshot shows a 'Due date information' form. The 'Requested due date' field is highlighted with a red box and contains the date '2019/11/20'. Below this, there are two radio button options: 'Yes, Please provide a reason:' (unselected) and 'No' (selected). Further down, there are two radio button options for the 'Due date interval': 'Business hours (8AM - 5PM)' (unselected) and 'Other, please specify' (selected). At the bottom, there are buttons for 'Exit', 'Clear fields', 'Save', and 'Continue'.

16. Review the order and update, if required, by clicking **Edit**
17. Save the order as a pdf by clicking **Print**, if required.
18. 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.