Wholesale Self Serve training module
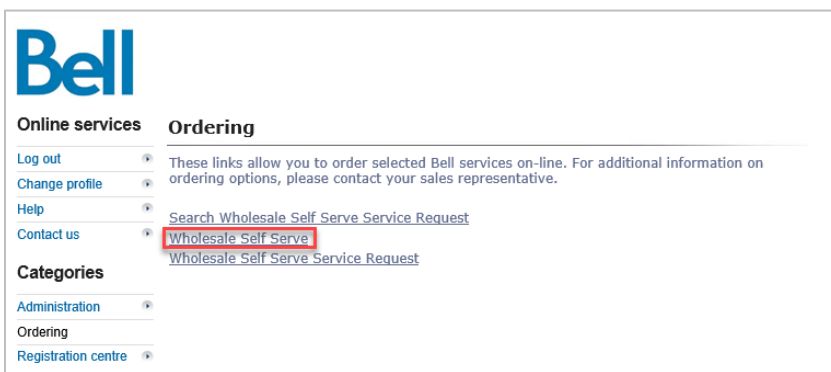
Ordering Ethernet Access services

Bell

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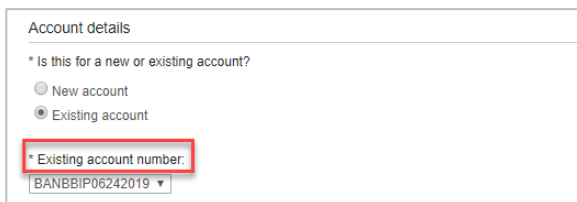
The following reference materials are available:

- 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

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

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