



Wholesale Self Serve
training module

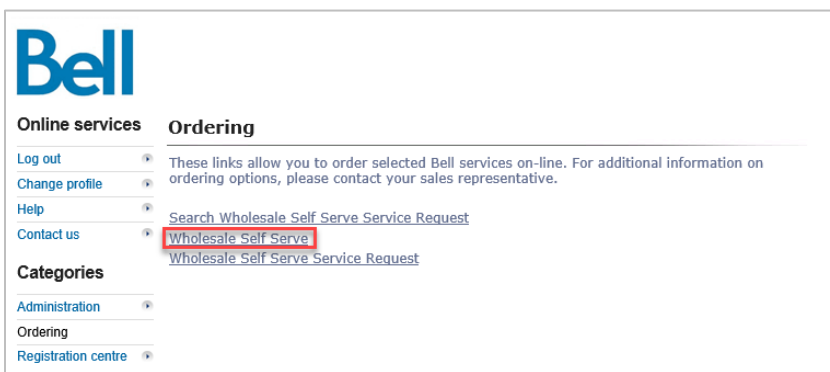
Upgrading Ethernet
Access services

Bell

The following process describes the steps to issue an order to upgrade Ethernet Access services (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 (PON) and select an account number from the drop down menu

A screenshot of the 'Account details' form. It contains a question: '* Is this for a new or existing account?'. Below the question are two radio button options: 'New account' and 'Existing account'. The 'Existing account' option is selected. Below the radio buttons is a text input field labeled '* Existing account number.' with a red box around it. 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 **Upgrade** and click **Retrieve asset**

Ethernet Access Service (EAS) service details

* Indicates mandatory field

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

Retrieve asset **Create**

8. Once the asset has been retrieved, select the circuit number and then 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

Circuit # available:
[REDACTED]

Port circuit # available:
[REDACTED]

Create

9. Identify the end user site name for Site A and verify the address
10. Enter the Site Contact details or select **Copy** to populate your information
11. Under Additional port, identify the new Capacity Based Billing (CBB) change
 - The first section highlights the current speed e.g. combination residential/business 400M
 - The second section highlights the new requested speed e.g. combination residential/business 1G

Ethernet Access Service (EAS) service details

LX single mode fibre (1G)

Customer traffic from:

Residential
Capacity value from:

Business
Capacity value from:

Combination residential/business
Capacity value from:

Customer traffic to:

Residential
Capacity value to:

Business
Capacity value to:

Combination residential/business
Capacity value to:

Eligible for Capacity Based Billing (CBB) discount: Yes

Additional port(s) remarks:

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

Site Z details

Ethernet virtual connection (EVC) information

General remarks

Remarks:

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

Due date information

* Requested due date:

2019/11/20

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

Yes. Please provide a reason:
 No

Due date interval:
Please note that intervals starting before 8:00 AM or after 5:00 PM are considered outside Bell's regular business hours.

Business hours (8AM - 5PM)
 Other, please specify

Please be aware that there may be additional charges for work to be completed outside Bell's regular business hours.

Remarks for installer:

Exit Clear fields Save Continue

17. Review the order and update, if required, by clicking **Edit**
18. Save the order as a pdf by clicking **Print**, if required.
19. 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.