



Booking an Appointment on 21C Portal Application (Open UI)

Version 2

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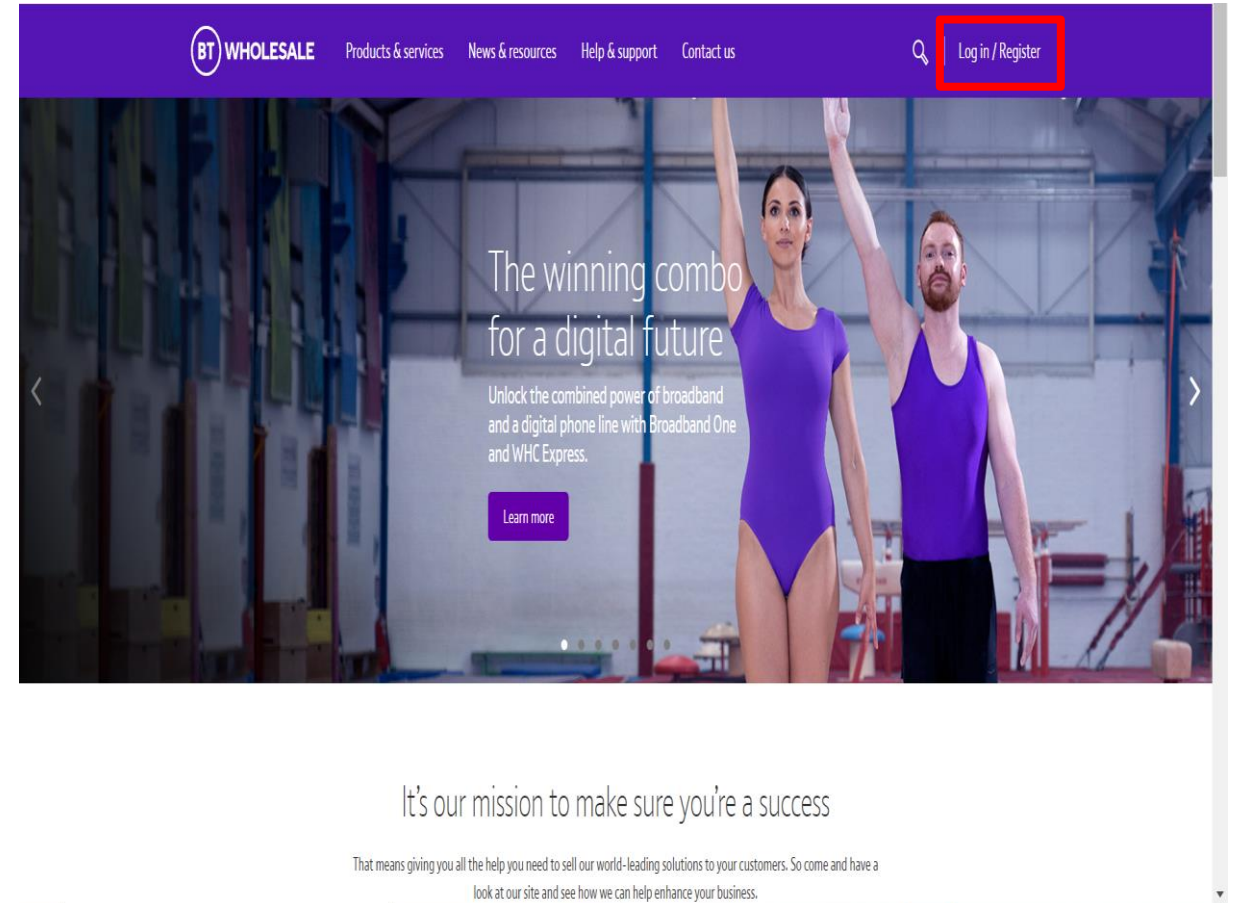
Version Control

Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

Logging In

Step 1: Logging In


- Go to www.btwholesale.com
- Click 'Login/register'



Logging In

Step 1: Logging In

- Enter your Username and Password.
- Click 'Login'

 | My BT Wholesale

What is My BT Wholesale?

My BT Wholesale gives you easy access to a wide range of information and services, all in one place.
Log in to access My Apps, Business Zone, Briefings and much more.

Username*

Demo

Password*

.....

Show

By clicking login, you agree to our [terms of use](#) and [privacy policy](#)

Login

[Register for an account](#) | [Can't access your account?](#)

Accessing the journey

Step 2: Accessing the journey

- Once logged in, you'll be taken to Business zone.
- If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

The screenshot displays the 'Business zone overview' dashboard. At the top, there is a navigation bar with tabs for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below this is a dark header with the text 'Business zone overview' and a search bar labeled 'Enter the reference number'. A 'Help' icon is visible in the top right corner.

The main content area is divided into several sections:

- Order status:** A list of order statuses with counts and help icons: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are also present.
- Fault status:** A section displaying updates from the last 24 hours. It includes a list of fault statuses: In Progress (3742) and Closed (393). A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are included.
- Actions required:** A blue sidebar on the right containing two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. A 'View all' button and a pagination indicator '1-2 of 21195' are also shown.
- Important updates:** A section with a circular refresh icon, containing two alerts: 'Planned Engineering Works' (392 works affecting services) and 'Major Service Outages (MSO)'.
- Inventory:** A section with a gear icon and an 'Account: Select' dropdown menu.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

Accessing the journey

Step 2: Accessing the journey

- Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard with the following components:

- Navigation:** Overview (selected), My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar with a magnifying glass icon.
- Order status:** A list of order statuses: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), Completed (35780). Includes a 'Place a new order' button.
- Fault status:** A list of fault statuses: In Progress (3742), Closed (393). Includes a 'Go to Repair & Faults' link and a highlighted 'Raise or Track a fault' button.
- Important updates:** A section for 'Planned Engineering Works' (392 works) and 'Major Service Outages (MSO)'.
- Actions required:** A blue sidebar with two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. Includes a 'View all' link and a pagination indicator '1-2 of 21195'.
- Frequent tasks:** A list of tasks: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, eCo Repair.

Search for your fault

Step 3: Search for your fault

- Select 'Track a fault'.
- Enter either the Service ID or the fault reference.
- Please note – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click 'Go'

Overview | My orders | Repairs and Faults | Inventory & Reports | Billing | My apps | My briefings | Administration

Fault Homepage

Quick start

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:

Search for your fault

Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- Please Note** - If there are no historic faults reported you will not see the following screen and can move onto the next slide

You can change your filter conditions, date period or refresh the current data on screen via the options below, please select apply filter to submit changes related to the filter options or date period.

Service id

Date from

Open Closed Proactive faults (Applicable for WMC/HE only)

In progress In RCS validation Unsubmitted Cancelled

Cleared Clock suspended Completed Front end closed

Service Id	BT reference	Status - Substatus	Latest update	Last updated
📧 BBEU24775445	5-869891781819	Open - Cleared	Clear description: Right when tested, End User Equipment; All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.	Update received:01/11/2021 09:51:17
📧 BBEU24775445	5-869890224672	Closed - Completed	The fault has been cleared and the trouble ticket is now closed. Any charges incurred during fault fix will be visible under the Charge Details section.	Update received:01/11/2021 09:49:31

Viewing the fault details

Step 4: Fault Summary

You are now given a summary of the fault

- Check the Outstanding Actions to make sure the fault is in the correct status for you to book an appointment.
- The 'Description' field will tell you if an SFI will be offered
- Select 'Reject' to start booking an appointment
- **Please Note** – You may see another description asking to book appointment which may not be offered SFI, however the appointing Journey will be the same but you will need to select 'Accept' and go to slide 12.

Fault status

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	test

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

Your required actions

Here you will find the open actions pending on your fault.

Description	Status		
Please accept clear if fault resolved. If rejected an SFI appointment will be offered.	Open	Accept	Reject

Latest updates

Appointment booking

Step 5: Appointment booking

- Select 'Failed Retest'
- Enter your notes in 'Rejection Notes' field
- Read the statement and if you agree, tick in the check box
- Click 'Reject'

The screenshot shows a 'Reject Fault' modal window. The form contains the following elements:

- A dropdown menu for 'Please enter the Rejection reason*' with 'Failed Retest' selected.
- A text input field for 'Rejection Note*' containing the text 'Test'.
- A checkbox for the statement: 'This amendment may incur extra charges for the Customer for work already carried out. Please check CAPC (if not already checked) and ensure that the Customer is advised of the possible charges.*' which is checked.
- Two buttons: 'Cancel' and 'Reject >'. The 'Reject >' button is highlighted with a red box.

Below the modal, a 'Fault status' section is visible with the following details:

Status	Open - Cleared
Status information	Our diagnostics show the problem you reported has either been resolved or no BT issue has been identified. The fault repair clock has been suspended.
Description	test

Appointment booking

Step 5: Appointment booking

- Click 'Book Appointment'

Amend Fault

Appointment details

Appointment date

Appointment time

Appointment status

Book Appointment

Cancel

Submit

Appointment booking

Step 5: Appointment booking

- Click 'List available slots'

WBC End User Access (EUA) (ADSL2+)

Appointment Date

List available slots starting from*

02/11/2021

List available slots

Submit

Appointment booking

Step 5: Appointment booking

- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click 'Reserve appointment'

WBC End User Access (EUA) (ADSL2+)

Appointment Date

List available slots starting from*

List available slots

Appointment date	Appointment slot
02-11-2021	AM
03-11-2021	AM
03-11-2021	PM
04-11-2021	AM
04-11-2021	PM

1 - 10 of 10

Reserve appointment

Appointment booking

Step 5: Appointment booking

- Your chosen Appointment Date and slot will be displayed.
- Click 'Save Changes'

The screenshot displays a web interface for appointment booking. A modal window titled "Appointment Date" is centered on the screen, containing the following information:

Appointment Date	
Once you've updated your requested date, click 'Save changes' to continue with your fault.	
Product	WBC End User Access (EUA) (FTTP)
Confirmed date	4/11/2021
Confirmed time	PM

Below the modal, a "Save changes >" button is highlighted with a red border. To the right, a "Submit" button is visible on a sidebar. The background shows a list of appointment slots, with the word "Appointment" repeated vertically.

Appointment booking

Step 5: Appointment booking

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.
- Click 'Submit'

The screenshot shows a web interface for 'Amend Fault'. At the top, there is a navigation bar with links: Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings, and Administration. Below this is a dark blue header with the text 'Amend Fault'. The main content area contains a form titled 'Appointment details' which is highlighted with a red border. The form has three rows: 'Appointment date' with the value '04/11/2021 02:00:00', 'Appointment time' with the value 'PM', and 'Appointment status' with the value 'RESERVED'. Below the form is a 'Book Appointment' button. At the bottom of the page, there are two buttons: 'Cancel' on the left and 'Submit' on the right, with the 'Submit' button highlighted by a red border.

Appointment details	
Appointment date	04/11/2021 02:00:00
Appointment time	PM
Appointment status	RESERVED

Book Appointment

Cancel

Submit

Appointment booking

Step 6: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- You now have the opportunity to give us any additional information that may be useful to the engineer on the day by completing the structured questions.
- This will allow you to add Note for the Engineer to see and any additional contact details you would like to add.

< No Records >

Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.


Appointment date	Appointment time	Appointment status
04/11/2021 00:00:00	PM	CONFIRMED

< 1 - 1 of 1 >

Appointment booking

Step 7: Additional Details

- Click 'Amend'

Fault details			
Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

Fault status	
Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

Your required actions

Appointment booking


Step 7: Additional Details

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click 'Edit fault question'

Contacts

Who should be informed of any updates to your fault?

Add contact

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

< 1 - 1 of 1 >

Cancel **Edit fault question** **Submit**

Appointment booking

Step 7: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.*

 90 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.*

 252 characters left

Please enter the End User Primary Contact's Name.*

 90 characters left

Please enter the End User's Primary contact Telephone Number*

 40 characters left

Please enter the best contact times for the primary contact.*

 252 characters left

Are secondary contact details available?*

 ▼

Appointment booking

Step 7: Additional Details

- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- If you want to change the appointment you selected in Step 5 then select 'Yes'. Otherwise select 'No'
- Tick the box if you agree with the statement.
- Click 'Next'

2000 characters left

Please enter Access arrangement details.

Customer will be at home waiting for the Engineer 51 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

Dog so please ring ahead 76 characters left

Do you wish to Amend the Appointment?*

No

Certain amendments may incur possible charges if the fault has progressed to a stage where agents may be working on it. Please check the box and click Next to confirm acceptance. Otherwise, click Cancel the Amend to return to the Fault Details page.*

I Agree.

Cancel

Next

Appointment booking


Step 7: Additional Details

- Click 'Submit'

Contacts

Who should be informed of any updates to your fault?

Add contact

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

< 1 - 1 of 1 >

Cancel

Edit fault question **Submit**

Appointment booking

Step 8: Confirmation

- The amendments has been submitted.

Amended fault

Your fault amendment has been submitted.

Your fault amendment has been submitted, your reference details are:

BT fault reference: [5-869891781819](#)

Your fault reference: JOE BLOGGS

What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

Verify your Appointment Slot


Verify your Appointment Slot

Step 1: Appointment Details Screen

- From the Fault Details screen scroll down the page to the Appointment Details section

Track fault

Fault details

Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

Fault status

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

[Go back](#) [Cancel](#) [Print](#) [Share](#) [Refresh](#)

Verify your Appointment Slot

Step 1: Appointment Details Screen

- You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- If you have amended the appointment and the amended slot isn't showing on this page, then you can confirm the correct appointment by following the next slide

< No Records >

Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.

Appointment date	Appointment time	Appointment status
04/11/2021 00:00:00	PM	CONFIRMED

< 1 - 1 of 1 >

Verify your Appointment Slot





Step 2: Additional Information

- Click 'Additional Information'

Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
	01/11/2021 11:53:12	Update	Appointment confirmed from Openreach end
	01/11/2021 11:53:10	Update	Notification Only - TR Amendment Accepted
	01/11/2021 10:47:35	Update	**Line Stability:**Network Stability:**Test Outcome:Pass**MFL:OK**Term Statement:CPE DETECTED (BELLS A-B LEGS)**Line Signature:**Distance to Fault:0**Cable length:2.76**Test Start Time:2021-11-01T10:47:29**Test Stop Time:2021-11-01T10:47:29
	01/11/2021 10:46:27	Update	Appointment confirmed from Openreach end

< 1 - 5 of 5+ >

Mark all records as read

Additional information

Fault charges

Verify your Appointment Slot

Step 3: Appointment Details Section

- You can view the Appointment Details extracted from Openreach's systems
- If you see a difference between the date on the Appointment Detail page and the Additional Information page, please contact BT Wholesale to confirm the slot.

The screenshot displays a web interface titled "Further updates on your fault: (5-869891781819)". It features a navigation bar with tabs: "Supplier notes", "Missed appointments", "Auto compensation", "Exclusion reasons", and "View my engineer". A "View appointment details" button is highlighted with a pink border. Below this, the "Supplier details" section contains the following information:

Service fault reference:	2-1258508677132	Supplier status:	Open
Incident reference num:		Supplier substatus:	In Progress
Engineer assigned:		MBORC reference num:	
		Last update date time:	21//2/01/1 12:06:19

The "Line test results" section is currently empty. Below it, the "Appointment details" section is highlighted with a red border and contains the following information:

Appointment date:	04/11/2021	Appointment slot:	PM
Appointment booked by:	CP	Actual arrival date time:	

Changing your Appointment (Amend)

Changing your Appointment

Step 1: Fault Summary

- You can only amend the appointment 24 hours before the appointment date. You can refer to 'Past point of no return'. This will either show 'Yes' or 'No'
- If it shows Yes then you will not be able to amend the appointment. The Amend button will be greyed out.
- If it shows No then you will be able to amend the appointment. The Amend button will not be greyed out.

Track fault

Fault details	
Service Id	BBEU24775445
BT reference	5-869891781819
Your reference	JOE BLOGGS
Directory number	01214540693
Past point of no return	No ?
Service level	Maintenance Category 5
Account name	WBC TRIAL 1
Date reported	01/11/2021 09:49:57
Date cleared	
Clear code	
Clear text	
Service level description	40 Clock hours on 24*7 basis ex B Hol.
Update frequency	Only web notification

Fault status	
Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

Buttons: Cancel fault, ONT details, Fault homepage, Amend, Refresh


Changing your Appointment

Step 2: Amend Journey

- Click 'Amend'

Track fault

Fault details

Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No 	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

Fault status

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

Cancel fault ONT details Fault homepage **Amend** Refresh

Changing your Appointment


Step 2: Amend Journey

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault.
- You can also edit the existing contacts if its incorrect.
- Click 'Edit fault question'

Contacts

Who should be informed of any updates to your fault?

Add contact

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

< 1 - 1 of 1 >

Cancel **Edit fault question** **Submit**

Changing your Appointment

Step 3: Additional Details

- Most of the details will have been filled in when you raised the fault, however this gives you opportunity to make any changes.

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.*

 90 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.*

 252 characters left

Please enter the End User Primary Contact's Name.*

 90 characters left

Please enter the End User's Primary contact Telephone Number*

 40 characters left

Please enter the best contact times for the primary contact.*

 252 characters left

Are secondary contact details available?*

Changing your Appointment

Step 3: Additional Details

- The Access Arrangements and Site Hazard fields are the most important fields to fill out. The engineer will see these notes so please enter any information that will help them with their investigations
- As we want to amend the appointment select 'Yes'
- Tick the box if you agree with the statement.
- Click 'Next'

2000 characters left

Please enter Access arrangement details.

Customer will be at home waiting for the Engineer 51 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

Dog so please ring ahead 76 characters left

Do you wish to Amend the Appointment?*

Yes

Certain amendments may incur possible charges if the fault has progressed to a stage where agents may be working on it. Please check the box and click Next to confirm acceptance. Otherwise, click Cancel the Amend to return to the Fault Details page.*

I Agree.

Cancel

Next

Changing your Appointment

Step 4: Changing your Appointment

- Click 'Change appointment'

WBC End User Access (EUA) (ADSL2+)

Asset details		Date Installed	
Service Id	BBEU24775445	Date Installed	17/01/2017 10:42:10
Account name	WBC TRIAL 1	Address	BIRMINGHAM CENTRE F...
Billing account	5002639427		LADYWOOD ROAD
Directory number	01214540693		BIRMINGHAM
			B16 8SZ

Appointment details

Appointment date	04/11/2021 00:00:00
Appointment time	PM
Appointment status	CONFIRMED

[Change appointment](#)

Contacts

Changing your Appointment

Step 4: Changing your Appointment

- Click 'List available slots'

WBC End User Access (EUA) (ADSL2+) ✕

Appointment Date

List available slots starting from*

List available slots

Changing your Appointment

Step 4: Changing your Appointment

- Select the AM / PM Slot of your choice.
- You can also use the forward arrow to view future dates.
- Click 'Reserve appointment'

WBC End User Access (EUA) (ADSL2+)

Appointment Date

List available slots starting from*

List available slots

Appointment date	Appointment slot
02-11-2021	AM
03-11-2021	AM
03-11-2021	PM
04-11-2021	AM
04-11-2021	PM

< 1 - 10 of 10 >

Reserve appointment

Changing your Appointment

Step 4: Changing your Appointment

- Your chosen Appointment Date and slot will be displayed.
- Click 'Save Changes'

The screenshot shows a web interface with a sidebar on the left and a main content area. The sidebar contains a navigation menu with items: WBC, Ass, Serv, Acc, Billi, Dire, Appoi, Appoin, Appoin, and Appoin. The main content area features a red-bordered box titled "Appointment Date" containing the following text and table:

Once you've updated your requested date, click 'Save changes' to continue with your fault.

Product	WBC End User Access (EUA) (FTTP)
Confirmed date	3/11/2021
Confirmed time	PM

At the bottom right of the main content area, there is a red-bordered button labeled "Save changes >".

Changing your Appointment

Step 4: Changing your Appointment

- The selected appointment will show on the booking screen. The appointment hasn't been booked at this point.

WBC End User Access (EUA) (ADSL2+)

Asset details		Date Installed	
Service Id	BBEU24775445	Date Installed	17/01/2017 10:42:10
Account name	WBC TRIAL 1	Address	BIRMINGHAM CENTRE F...
Billing account	5002639427		LADYWOOD ROAD
Directory number	01214540693		BIRMINGHAM
			B16 8SZ

Appointment details

Appointment date	03/11/2021 02:00:00
Appointment time	PM
Appointment status	RESERVED

[Change appointment](#)

Contacts

Changing your Appointment


Step 4: Changing your Appointment

- Click 'Submit'.

Contacts

Who should be informed of any updates to your fault?

Add contact

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

< 1 - 1 of 1 >

Cancel Edit fault question **Submit**

Changing your Appointment

Step 5: Confirmation

- Click on the hyperlink which is showing as the fault reference.

Amended fault

Your fault amendment has been submitted.

Your fault amendment has been submitted, your reference details are:

BT fault reference:

[5-869891781819](#)

Your fault reference:

JOE BLOGGS

What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

Appointment booking

Step 6: Appointment Confirmation

- You can scroll down to Appointment section. You will have visibility of the appointment date and slot booked along with the appointment status. As you can see here the Appointment status is showing confirmed. If it was showing Reserved then you can use the Refresh button to refresh the page till the Appointment status change.
- You can also see the previous appointment booked showing closed.

< No Records >

Appointment

CONFIRMED Appointment – Your appointment has been successfully booked with Openreach. Now this has been booked you can track the appointment status yourself and there will be no need to contact BT Wholesale to confirm the appointment has been booked. If you need to amend or track the appointment, we suggest you contact Openreach directly as they are the right team who are best placed to give you the latest updates. In addition to this it helps reduce your contact handling time with your End User.

Appointment date	Appointment time	Appointment status
03/11/2021 00:00:00	PM	CONFIRMED
04/11/2021 00:00:00	PM	CLOSED

< 1 - 2 of 2 >

Canceling your Appointment

Cancelling your Appointment

- To cancel your Appointment you can contact Openreach who will cancel the appointment on your behalf, provided that the appointment is cancelled 24 hours before the appointment slot start.

