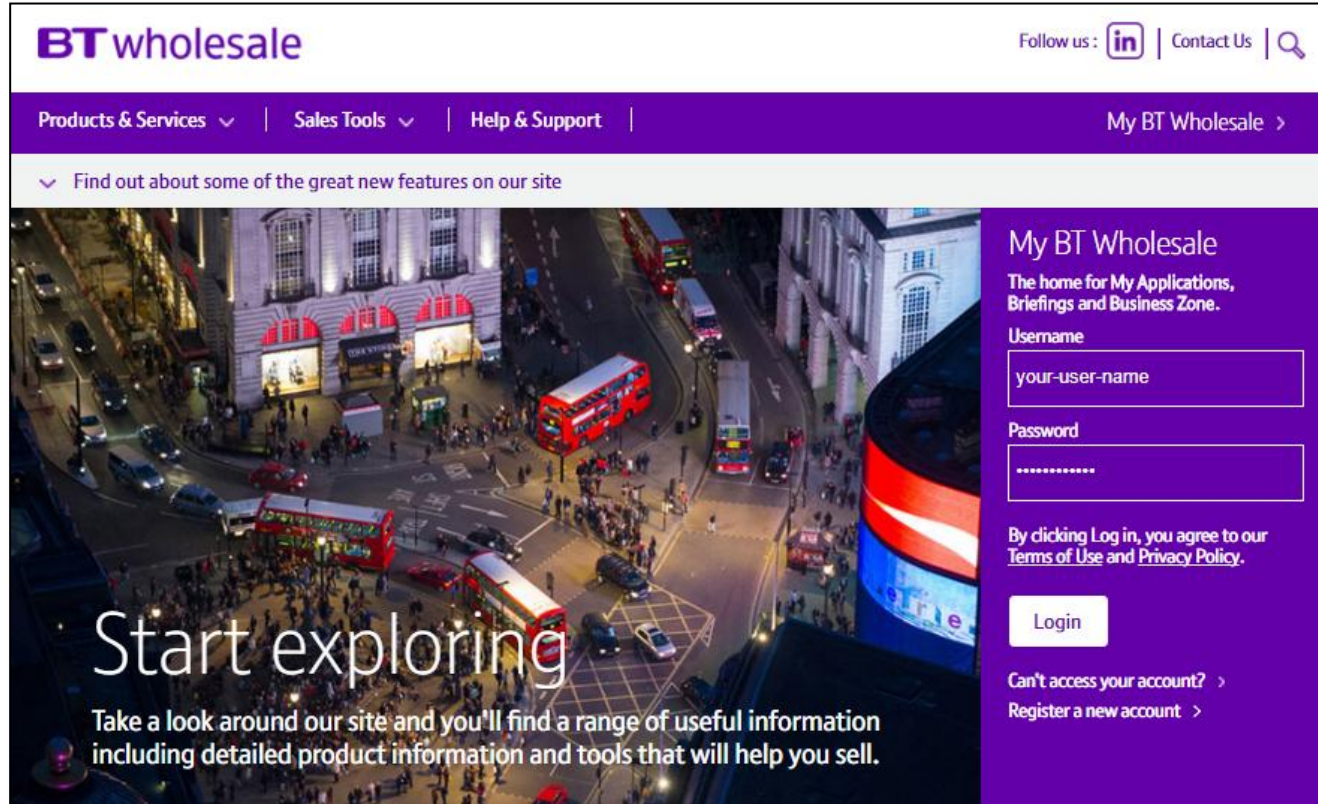


How to place a SOGEA NTE Shift Order on Enhanced Eco+

Version 2 May 2026

How to place a SOGEA NTE Shift Order on Enhanced Eco+



The screenshot shows the BT Wholesale website interface. At the top left is the 'BT wholesale' logo. To the right, there are links for 'Follow us: LinkedIn', 'Contact Us', and a search icon. Below the logo is a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. On the right side of the navigation bar is 'My BT Wholesale'. A banner below the navigation bar says 'Find out about some of the great new features on our site'. The main content area is split into two sections. On the left is a large image of a busy city street at night with red double-decker buses and a large digital billboard. Overlaid on this image is the text 'Start exploring' and 'Take a look around our site and you'll find a range of useful information including detailed product information and tools that will help you sell.' On the right is a purple sidebar titled 'My BT Wholesale' with the subtitle 'The home for My Applications, Briefings and Business Zone.' It contains a login form with fields for 'Username' (containing 'your-user-name') and 'Password' (containing '*****'). Below the form is a 'Login' button. At the bottom of the sidebar are links for 'Can't access your account?' and 'Register a new account'.

Step 1: Logging In

- Go to www.btwholesale.com
- Enter your Username and Password
- Click 'Login'

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

Business zone overview

BBEUXXXXXXXX

Order status

Account: Select	Account: Select
> Saved 38076	> In Progress 47910
> Pending 11127	> Customer Action Required 17
> Cancelled 458563	> Closed 766540
> In Progress 206065	
> Completed 2722393	

Go to Orders

Place a new order

Important updates

Fault status

Actions required

No actions found

View all

Frequent tasks

- Broadband briefings
- Broadband One fault KBD diagnostics
- Business Portal
- Create a new Ethernet quote

Go to Repair & Faults

Raise or Track a fault

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.

1. Enter the BBEU you wish to view
2. Click on the **Magnifying glass**

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The screenshot shows a user interface for managing services. A search bar at the top contains 'BBEUXXXXXXX'. A 'Quick view' pop-up window is open, displaying the following details:

- Service type: WBC End User Access (21CN Copper and Fibre)
- Customer reference: BBEUXXXXXXX
- Service reference: BBEUXXXXXXX
- Asset ID: X-XXXXXXX
- Directory Number: 0208XXXXXX
- Last update: 08 Jan 15 15:47
- Last updated by: SIEBEL WITH
- Asset Status: Active

Below the details, there is a section 'I want to...' with a dropdown menu. The dropdown is open, showing options: 'Please select action', 'View details', 'FiCease', 'Modify', 'Diagnose', and 'Raise a fault'. The 'Modify' option is highlighted and marked with a '2'. A '1' is also present next to the first dropdown option.

In the background, there is a dark blue notification box titled 'Actions required' with the following content:

- Reference 1-16844262411: Customer to Accept/Reject SHD Accept or Reject
- Reference 5-1049714019238: Welcome Back Activity 21 Mar 2026 Accept or Reject

Below the notification, there is a 'View all' button and a pagination indicator '1 - 2 of 15786'. At the bottom of the interface, there is a 'Frequent tasks' section with several items: 'eCo Repair', 'Fault diagnostics 20c KBD', 'Fault diagnostics 21c KBD', and 'Enhanced Broadband Availability Checker'.

Step 3: Accessing the journey

1. Select the '**View**' Option from the drop down box that will appear under the - please select action .
2. Select '**Modify**'

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The screenshot shows the top navigation bar of the 'Modify Asset' interface. The header is dark blue with a shopping cart icon and the text 'Modify Asset BBEUXXXXXXXXX'. A 'Help' icon is in the top right. Below the header is a navigation menu with three items: 'Configuration' (gear icon), 'Contacts' (list icon), and 'Confirmation' (checkmark icon). Each item has a brief description of its function.

Modify Asset BBEUXXXXXXXXX Help

- Configuration**
Customize your product specifications, extras and more.
- Contacts**
Tell us who should be kept updated about the progress of the order.
- Confirmation**
Make sure you're happy with everything, then go ahead and place the order.

Step 4: Select the Address

1. Enter the post code of the address
2. Click on the '**Magnifying glass**' to look up the full address.

Step 1. Configure your order

The screenshot shows the 'Configure your order' step. On the left is a sidebar with a menu: 'Modify WBC (EUA) (4-B1NR61ZL)', 'Check availability', 'Order details', 'Product details', and 'Activation'. The main content area is titled 'Check availability' and includes a summary table, a search for site address, and a product selection dropdown.

	Qty	One-off	Monthly
Total	1	£0.00	£69.73

Find out what products are available at your customer's site.

Site address* Search by Postcode or UPRN ? 2

Product*

How to place a SOGEA NTE Shift Order on Enhanced Eco+

Site address ×

Quick search

Search for your site address below, select the one you want, then click 'Confirm' to continue with your order.

Search by Postcode or UPRN ? [Refine search](#)

Sub premise	Building name	Street no.	Street name	City	Postcode	UPRN	Address key	Location	Organization Name
	Glaven Mead...		Thornage Road	Holt	NR25 7JF	100091556788	A00067079016		
2	Keens Cottage		Thornage Road	Holt	NR25 7JF		A00014150726		
	Labcot		Thornage Road	Holt	NR25 7JF	10034795065	A00014150719		
	Pen Cottage		Thornage Road	Holt	NR25 7JF	10034792231	A00025375677	1	✓
	Rosalene		Thornage Road	Holt	NR25 7JF	10034792229	A00014150765		

< 1 - 15 of 15 >

Step 5: Select the Address

1. Select the Address from the list
2. Click on '**Confirm**' at the bottom of the page

Note: Use the scroll bar to see all addresses. Only 5 will show in the box.

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Modify Asset BBEUXXXXXXXXX Help

Configuration
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 6: Check Availability

1. Click on 'Check Availability'

Step 1. Configure your order

– Modify WBC (EUA) (4-B1NR61ZL) >

	Qty	One-off	Monthly
Check availability	Total 1	£0.00	£69.73

Find out what products are available at your customer's site.

Site address*
Pen Cottage
Thornage Road
Holt
Norfolk
NR25 7JF
[Change address](#)

Product*
SOGEA

[Check availability >](#) 1

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Results To see all results for other products(e.g. FTTP), use the buttons below (>) to go to the next page

18x2 Availability Details : 18x2 Provide Available - N; 18x2 SIM Available - Y

Access Line Status : FTTC VDSL: This line has jumpers in place. FTTC GFast: This line has no left in jumpers.

Bridge Tap : U

NR25 7JF

Exchange ready date ADSL/ADSL2+ services will be available at HLT on 21-08-2017;AddNo exchange data available for BET, FTTC GFa...

Downstream Range B : FTTC VDSL : Mbps (A), FTTC GFast : undefined, SOGEA VDSL: undefined, SOGEA GFast: undefined.

Downstream : ADSL : 004.500 Mbps, ADSL2+ : 004.500 Mbps, ADSL2+ Annex M : 004.500 Mbps, BET: No Expected Speed Data Avail...

Upstream : ADSL2+ Annex M : 000.500 Mbps, FTTC VDSL : 12.0 Mbps (A), FTTC GFast : No Expected Speed Data Available, SOGEA VDS...

Upstream Range B : FTTC VDSL : Mbps (A), FTTC GFast : Mbps, SOGEA VDSL: Mbps (A), SOGEA GFast: No Expected Speed Data Available.

FTTP Priority Exchange: N : The premise/line is associated with exchange which is NOT part of current fibre priority programme.

< 1 - 10 of 12+ >

Select the product you would like to order.

*Required fields

Discard changes Next > 1



Step 7: Check Availability


The available products will be shown in the Results table.


1. Select 'Next' at the bottom of the page


Note: SOGEA will appear automatically in the product box

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 **Modify Asset BBEUXXXXXXXX**  Help

 **Configuration**
Customize your product specifications, extras and more.

 **Contacts**
Tell us who should be kept updated about the progress of the order.


 **Confirmation**
Make sure you're happy with everything, then go ahead and place the order.

Step 8: Order Details

1. Customer required by date - This will default to the standard lead time. You can push this out if you want to too the date you want the appointment to be.

Step 1. Configure your order

– Modify WBC (EUA) - SOGEA (4-B1... >

Order details 

	Qty	One-off	Monthly
Total	1	£0.00	£69.73




Check availability ✓

Order details

Product details

Activation

Tell us more about what you'd like to order

Customer required date*   

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Who are the main contacts for the site?

Site Contacts*

These contacts are really important for the engineer visiting the site. If these details are incorrect, it will cause a delay to your order.

Set up primary contact >

1

*Required fields

< Previous

Discard changes

Next >

Do you have any important notes to add?

Notes

Please add notes to tell us about any site access issues, special arrangements or hazards on site.

2

Add note

*Required fields

< Previous

Discard changes

Next >

3

Step 9: Order Details

1. **Set Up primary Contact** - This is where the updates of the progression of the order will go to.

2. **Notes** – You need to add two sets of notes - **Hazards** notes are mandatory. Insert any hazard notes or add no Hazard.

3. Click on '**NEXT**'

How to place a SOGEA NTE Shift Order on Enhanced Eco+

Site contacts

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

Favourite contacts Create new contact Add existing contact

Note: If your contact is already in the database, click 'Add existing contact' and add them from there.

First name*

Last name*

Email address*

Preferred contact number*

Other contact number

*Required fields

Confirm >

Step 10: Order Details

From here you can Create a New Contact. If you have a contact you use frequently, you can save their details as a Favourite contact to stop you having to enter the details every time.

Select 'Confirm' once you have entered all the details.

If you wish to change this after you have selected Confirm, you can go back and amend the details using an Edit option that will appear on the previous screen.

Site contacts

Set up primary contact

You can select a contact you have used previously, or create a new contact if they are not already listed.

Favourite contacts Create new contact Add existing contact

Search by Last name Search Refine search


First name	Last name	Email address	Preferred contact number	Other contact number
------------	-----------	---------------	--------------------------	----------------------

< No Records >

Save contact as favourite Confirm >

How to place a SOGEA NTE Shift Order on Enhanced Eco+

Step 1. Configure your order

- Modify WBC (EUA) - SOGEA (4-B1...	Product details		Total	Qty 1	One-off £0.00	Monthly £69.73
Check availability ✓	Tell us about your product requirements					
Order details ✓	Cost options					
Product details	Access Type	SOGEA				
Activation	Downstream speed	80Mbit/s				
	Upstream speed	20Mbit/s				
	Business Bundle	Not Applicable				
	Traffic Weighting	<input checked="" type="radio"/> Standard <input type="radio"/> Elevated				
	RealTime speed	0Kbit/s				
	Charging category (FlatRateCategory)	ChargingCategory1				
	Maintenance category	Maintenance Category 5				
	TR Charge Band	0				

Step 11: Product Details

There should be no changes needed on the Product details page for a Shift NTE order

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Product options

Stability Option ? 1

Expedite required? ? 2

SOGEA Site Visit Reason

You can provide one Site Visit per order. Please supply a reason for why a site visit is required as this will help the engineers understand the need more clearly. ?

Add another SVR

SVR details	
SVR	<input type="text" value="Premium"/>
Action	<input type="text" value="Create"/>
Notes	<input type="text" value="Shift NTE"/>

Step 12: Product Details

1. **Stability Option** – should be set as standard.
2. **Expedite** – This is not applicable for Modify orders.
3. **SVR** – should be selected as **Premium**
4. **Notes** – **Enter 'Shift NTE' in the Notes field, including details of where the NTE should be located. This field has a maximum limit of 60 characters.**
5. Click **'Next'**


< Previous

You cannot discard your order in this section of the order process.

Next >

5

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 **Modify Asset** BBEUXXXXXXXXX Help

Configuration
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 13: Order Summary

Your order is summarised confirming the selected CRD and the costs.

Step 1. Configure your order

+ Modify WBC (EUA) - SOGEA (4-B1... ✓

Activation >

Order summary		Total	Qty 1	One-off £0.00	Monthly £69.73
----------------------	--	-------	----------	------------------	-------------------

Here's a summary of your order

We'll aim to complete the order on the dates you requested, but the actual completion date may vary depending on the complexity of your order or any **unforeseen** delays that take place.

Services in your basket

Product	Order line ID	Customer required by date	Appointment date	
WBC End User Access...	4-B1NR61ZL	08/06/2021	To be assigned at KCI2	Book 1

*Required fields

< Previous

Discard changes

Next >

1. Click on '**Book**' to select the appointment date for the Shift to take please.

How to place a SOGEA NTE Shift Order on Enhanced Eco+

WBC End User Access (EUA) (SOGEA)

Appointment Date

Appointment type*

 ? 1

Technology*

 ? 2

List available slots starting from*

 ? 3

Step 14: Booking the Appointment

1. **Appointment type** – Here choose the standard Am or PM option

2. **Technology type** – Select **VDSL** or **GFAST**

3. **List available appointment slots from** - This will bring up the latest appointment slots available

4. Click on 'List Available slots'

5. Select the appointment you require

6. Click on 'reserve appointment'

WBC End User Access (EUA) (SOGEA)

Appointment Date

Appointment type*

 ?

Technology*

 ?

List available slots starting from*

 ? 4

Appointment date

Appointment slot

17-06-2021	AM	5	✓
18-06-2021	AM		
21-06-2021	AM		
22-06-2021	AM		
23-06-2021	AM		

< 1 - 10 of 10+ >

*Required fields

6

How to place a SOGEA NTE Shift Order on Enhanced Eco+

1

WBC End User Access (EUA) (SOGEA) ×

Appointment Date

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

Product	WBC End User Access (EUA) (SOGEA)
Order line ID	4-B1NR61ZL
Confirmed date	17/06/2021
Confirmed time	AM

Step 15: Booking the Appointment

This then shows you the appointment you have reserved. If you are happy with this

1. Click on '**Save Changes**'

1

Save changes >

How to place a SOGEA NTE Shift Order on Enhanced Eco+

Configuration
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

+ Modify WBC (EUA) - SOGEA (4-B1... ✓

Activation >

Order summary

	Total	Qty 1	One-off £0.00	Monthly £69.73
--	-------	----------	------------------	-------------------

Here's a summary of your order

We'll aim to complete the order on the dates you requested, but the actual completion date may vary depending on the complexity of your order or any **unforeseen** delays that take place.

Services in your basket

Product	Order line ID	Customer required by date	Appointment date	
WBC End User Access...	4-B1NR61ZL	08/06/2021	17/06/2021 AM	Change

< 1 - 1 of 1 >

*Required fields

< Previous

Discard changes

Next > 1


Step 16: Order Summary

Your order is summarised confirming the selected appointment and the cost details.

If you want to change the appointment you still can.

1. When you are happy select 'Next'

How to place a SOGEA NTE Shift Order on Enhanced Eco+

 **Modify Asset** BBEUXXXXXXXXX Help

Configuration ✓
Customize your product specifications, extras and more.

Contacts
Tell us who should be kept updated about the progress of the order.

Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 17: Order Contacts

Step 2. Set up your contacts

Contacts


You can now add the details of who you want to be kept up-to-date on the progress of the order.

Who should be informed of any updates to your order?

Contacts to inform

All of these contacts will be sent updates on the progress of the order.
The primary contact will be contacted if anything goes wrong with the order.

Add contact 2

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary	JULIE	CLEMENTSON	julie.clementson@bt.com	+4401212326125		 1	

1. Your details will be automatically populated from your BTWholesale.com account details. You can edit these if needed.

2. You can also add any additional contacts.

How should these contacts be updated about the order?

Update method* ?

Email 3

3. You can also choose how you want to be updated; Email, Online Tracking or Critical emails only.

4. Click 'Next'

*Required fields

[< Previous](#)

[Discard changes](#)

[Next >](#) 4

How to place a SOGEA NTE Shift Order on Enhanced Eco+

The screenshot shows the 'Modify Asset' interface for asset ID BBEUXXXXXXXX. It features a progress bar with three steps: 'Configuration' (green, checked), 'Contacts' (green, checked), and 'Confirmation' (purple, active). The 'Confirmation' step includes a checkmark icon and the instruction: 'Make sure you're happy with everything, then go ahead and place the order.' A 'Help' icon is visible in the top right corner.

Step 18: Confirmation

Step 3. Confirm and place your order

Confirmation

Here's a summary of your order.
Please make sure everything on this page is correct before you place your order.

Order summary

Product	Location	Customer Required Date	Billing Account	One-Off Charge	Monthly Charge	Edit
+ WBC End User Access (EUA) (SOGEA)	NR25 7JF	08/06/2021 00:00:00	WBC	£0	£69.73	

This screen summarises your order before submission. You can use the Edit option or the Previous box at the bottom of the page if you need to make any changes.

The following details are confirmed:

1. What product you have ordered and the options you have selected.
2. The monthly and one off costs.

How to place a SOGEA NTE Shift Order on Enhanced Eco+

These contacts will be updated on the progress of your order.

Contacts to inform

All of these contacts will be sent updates on the progress of the order.
The primary contact will be contacted if anything goes wrong with the order.

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number
Primary 1	JULIE	CLEMENTSON	julie.clementson@bt.com	+4401212326125	

Contacts will be updated by this method.

Update method

Email

< 1 - 1 of 1 >

Give your order a unique reference to help you find it later.

Your order reference* 2

Your order description

0/255 chars

3

I accept the terms and conditions, and understand that delays could be encountered if any of the details I have provided are incorrect or missing.*

*Required fields

< Previous

Discard changes

Place order >

4

Step 19: Confirmation continued

This screen summarises your order before submission. You can use the Edit option or the Previous box at the bottom of the page if you need to make any changes.

The following details are confirmed:

1. Who needs to be kept up to date with the progress of the order
2. You can now add you own reference and description of the order
3. Select the tick box to accept the Terms and Conditions
4. Select 'Place order'

How to place a SOGEA NTE Shift Order on Enhanced Eco+

The screenshot shows the BT Wholesale user interface. At the top, there are navigation links: "Products & Services", "Go to Market", "Help & Support", and "My BT Wholesale". Below these are tabs for "Overview", "My orders", "Repairs & Faults", "Inventory", "Billing", "My apps", "My briefings", and "Administration". The main content area displays a green checkmark icon followed by the text "Broadband order: Submitted". Below this, a message reads "Thanks! Your order has been submitted." Underneath is a section titled "Order Submission" with two lines of text: "BT order reference 4-807310961731" and "Your order reference 4-807310961731". At the bottom of the screenshot is a feedback survey titled "Your feedback is important to us". The survey asks the user to rate their experience on a scale from "Extremely Difficult" to "Extremely Easy". The scale consists of seven buttons: "Extremely Difficult" (red), "Very Difficult" (red), "Fairly Difficult" (red), "Neither" (orange), "Fairly Easy" (orange), "Very Easy" (green), and "Extremely Easy" (green). Below the scale, there is a text box for comments with the prompt "We value your comments. Please let us know what we can do to continue to improve our online experience."

Step 20: Confirmation

Final confirmation that your order has been submitted successfully and what your BT Wholesale order reference is.

Please fill in the survey to tell us how easy it was to submit your order. We're always looking to improve the systems so your feedback is really valuable to us.

Further Information

Further information about the SOGEA product can be found in the SOGEA handbook [Broadband Access Technologies - Products & services | BT Wholesale](#)

Pricing for Shift NTE can be found at [Service Provider Price List - Help & support | BT Wholesale](#)

For help with placing orders <https://www.btwholesale.com/contact-us.html>

