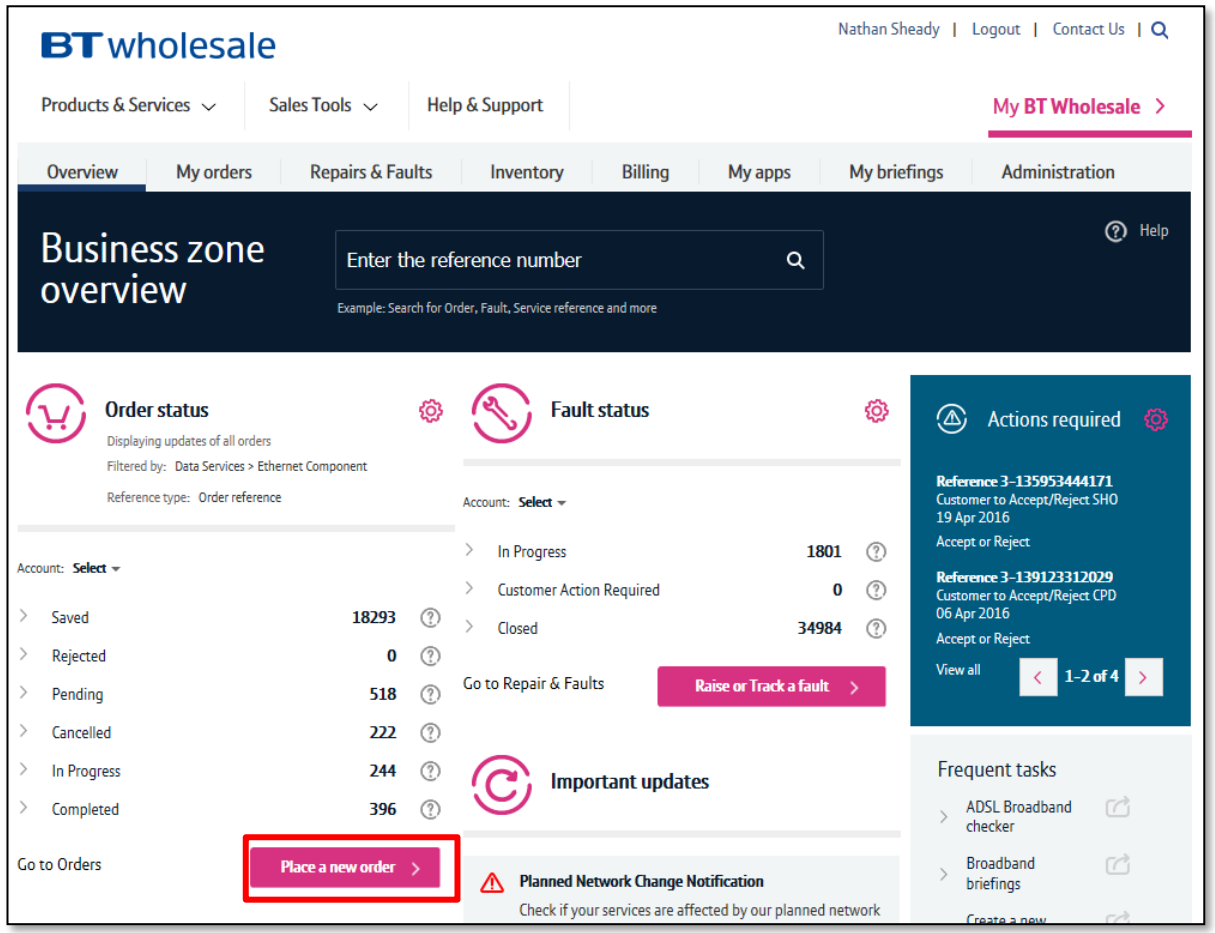
BT WHOLESALE

Placing a WBC SOGEA New Line Provide order on Enhanced eCoPlus

Issue 2
November 2026

Placing a WBC SOGEA New Line Provide order



Step 1. Accessing Enhanced eCoPlus

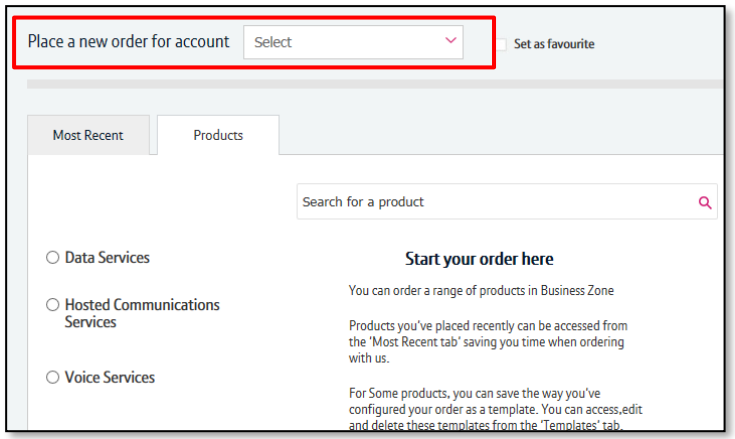
Once logged in to www.btwholesale.com, you'll be taken to Business zone.

If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

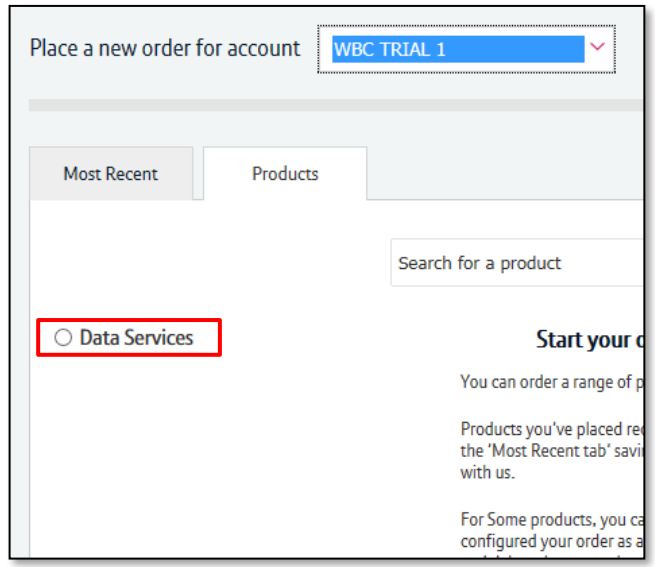
- Click 'Place a New Order'

Placing a WBC SOGEA New Line Provide order

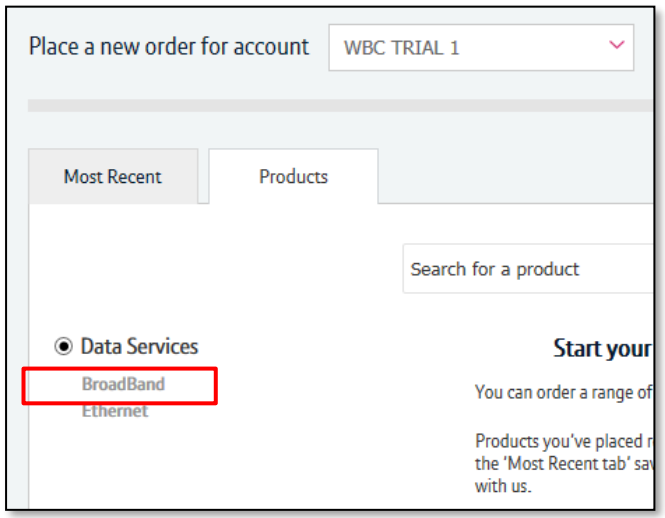
1



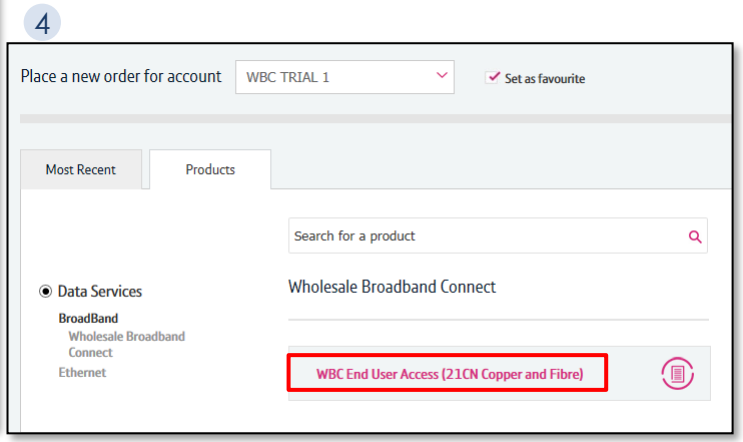
2



3



4



Step 2: Accessing the journey

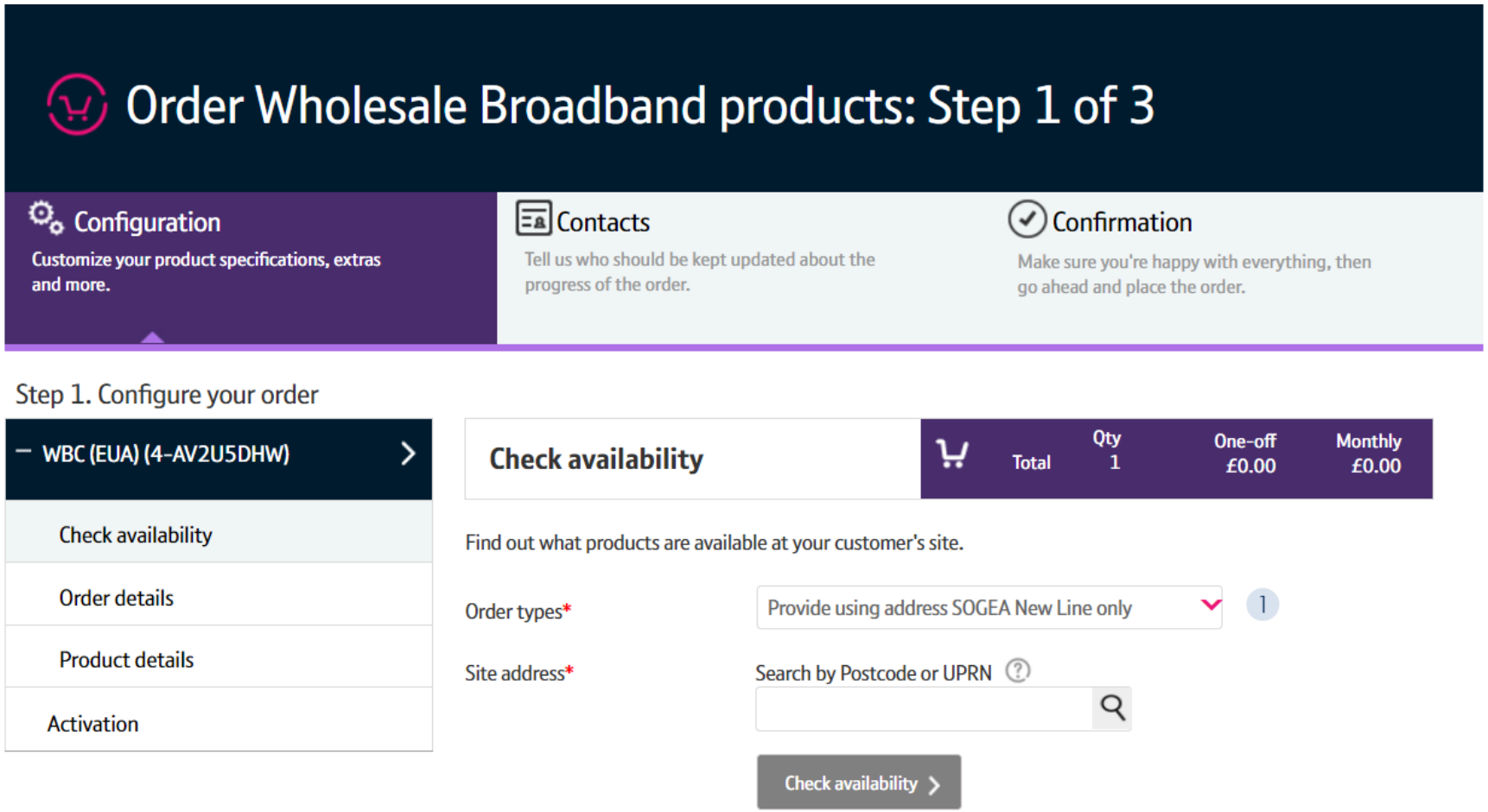
If you have multiple accounts associated with your user id, you'll need to select the applicable account from the dropdown.

1. If you have multiple accounts, select the account from the drop down menu. Tick the 'Set as favourite' box if you want this to be your default account
2. Click 'Data Services'.
3. Click 'Broadband'.
4. Select 'WBC End User Access (EUA)'.

If you have performed these steps previously then the product will be listed on the 'Most Recent' tab

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

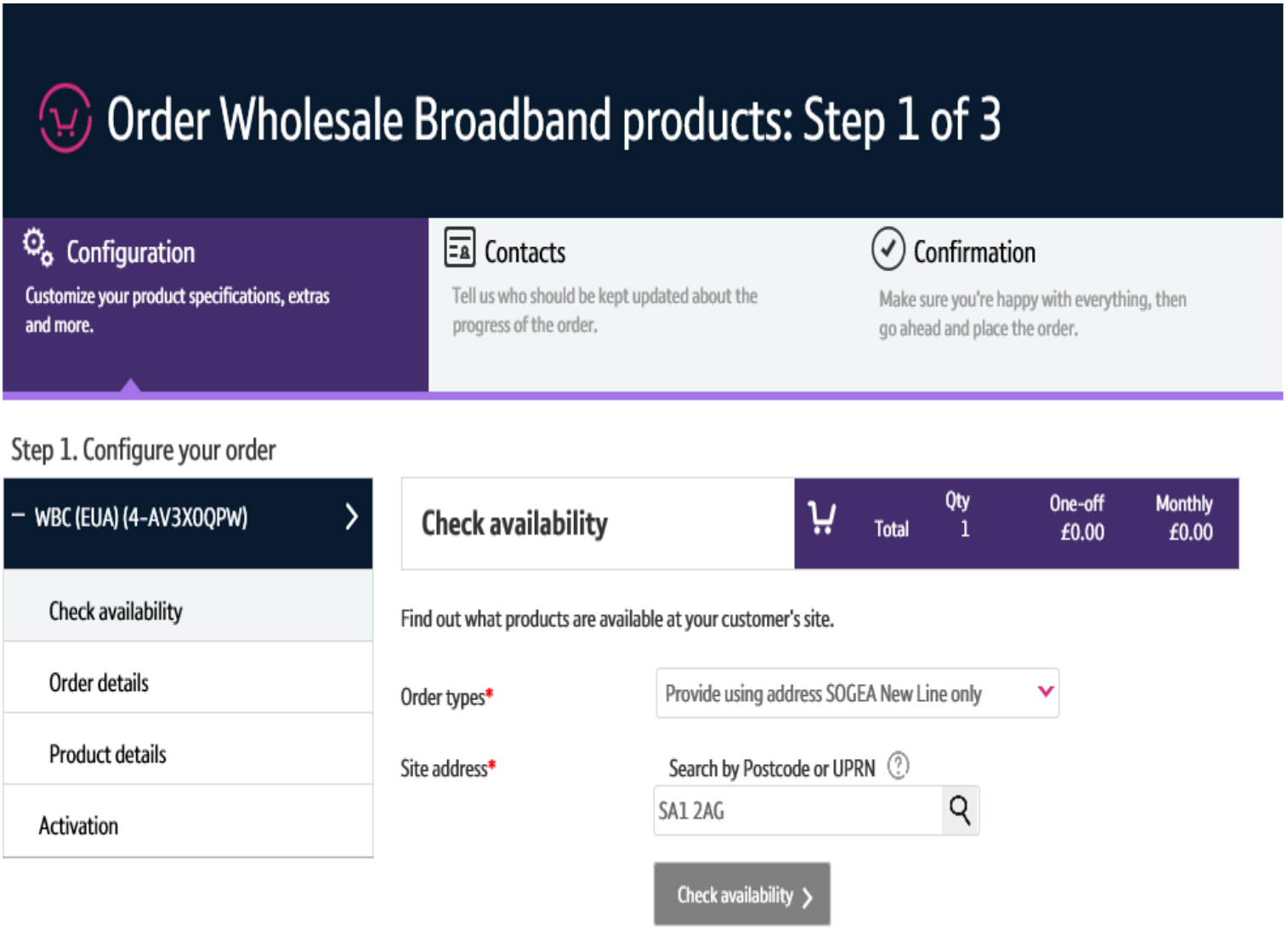


Step 3: Select the Order Type

1. Select 'Provide using address SOGEA New Line only'

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



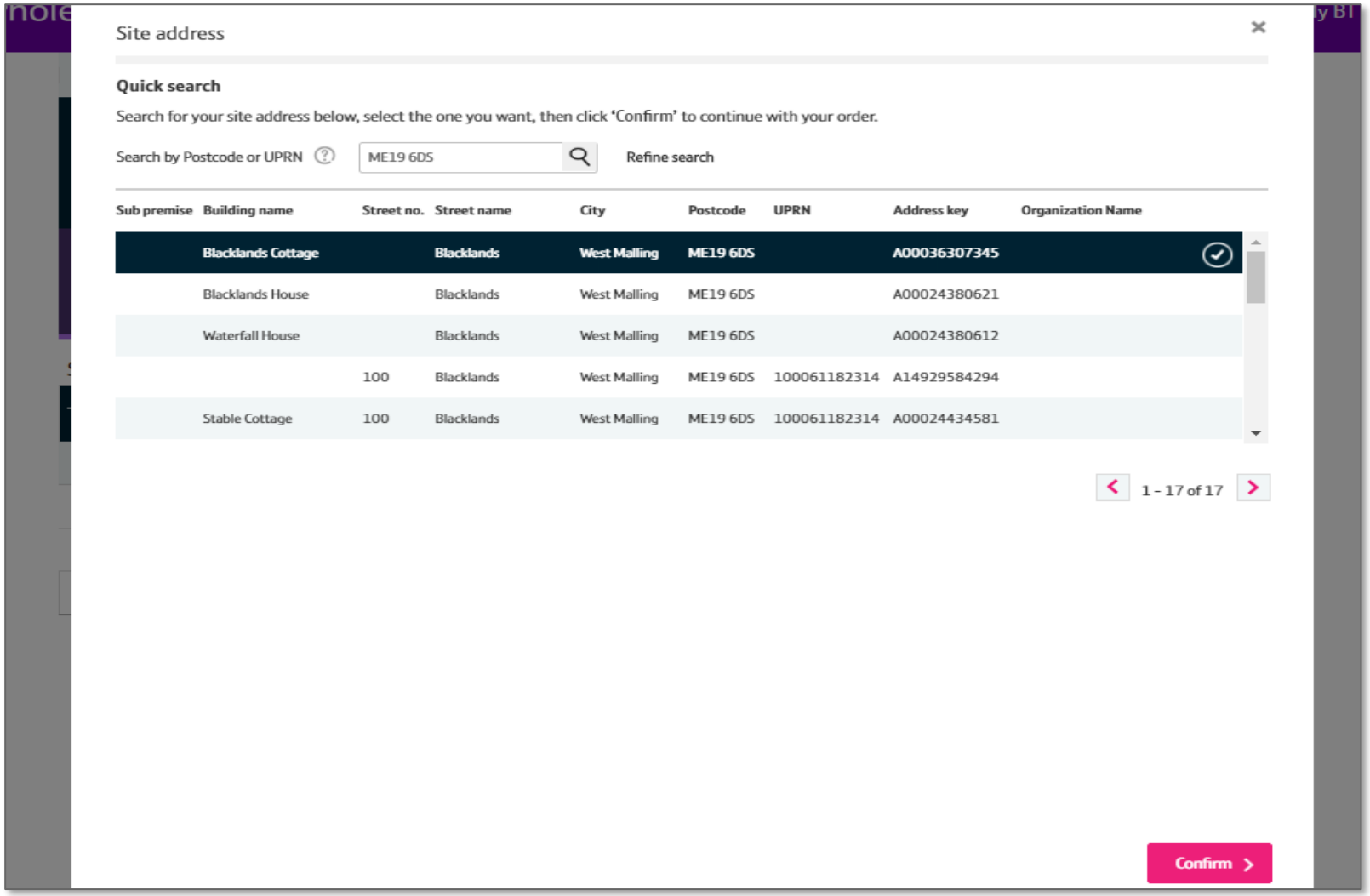
Step 4: Select the Address (i)

1. Enter the Postcode
2. Press the magnifying glass to look up the full address

You can continue without selecting the full address however we recommend selecting the full address for accuracy on the order.

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



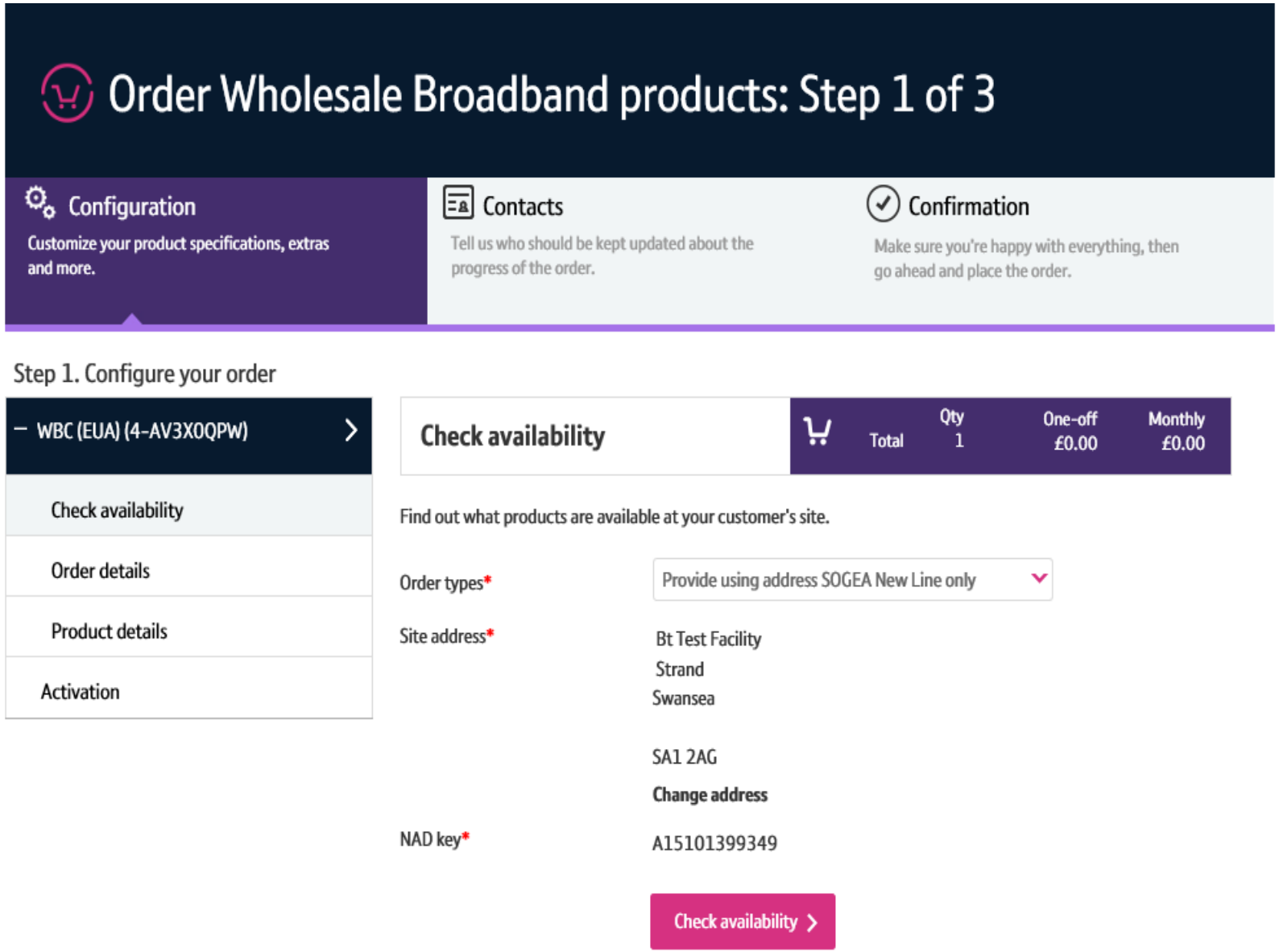
Step 4: Select the Address (ii)

1. Select the address from the list
2. Select 'Confirm' at the bottom of the page

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

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

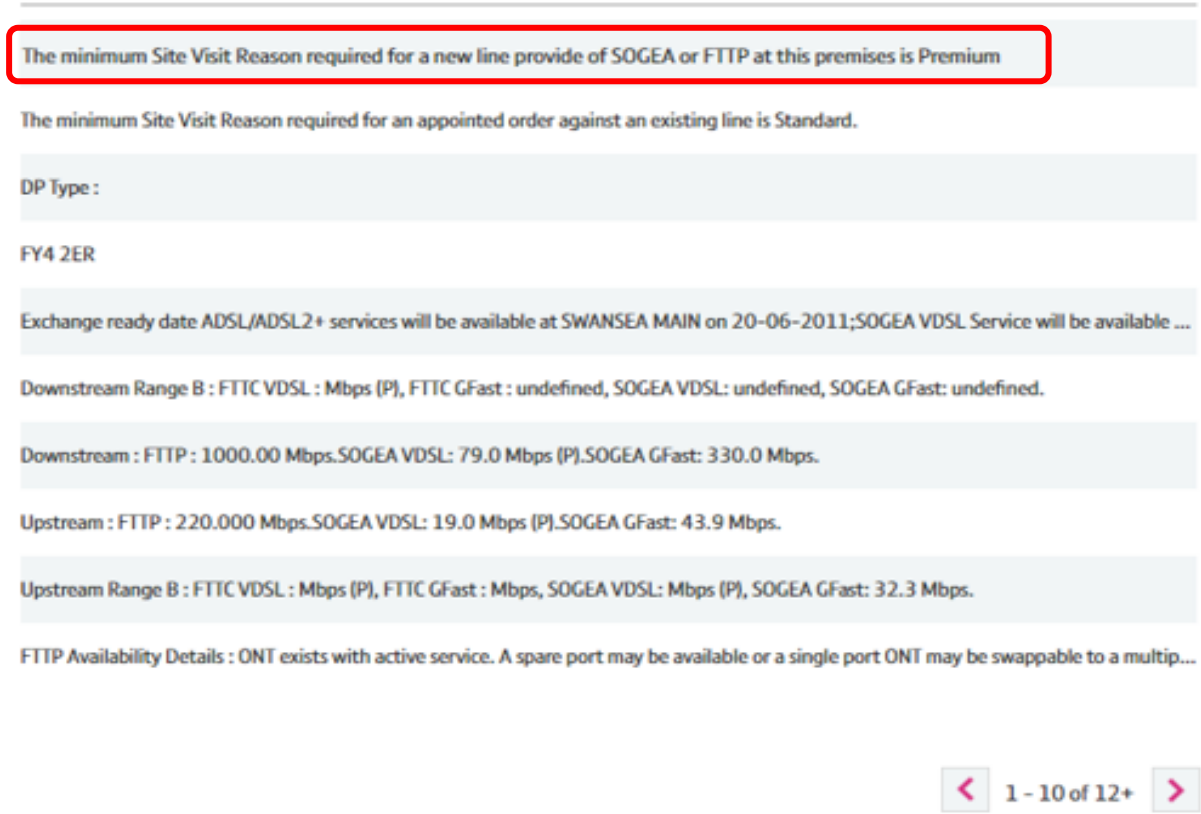


Step 5: Check Availability (i)

1. Click on 'Check Availability'

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



Note on Business Standard – Minimum SVR

The Check Availability button will return various pieces of information about the different products available at the premises. The most important of these for a New Line Provide is the Minimum Site Visit Reason.

For all appointed SOGEA orders, Openreach have assigned a minimum SVR according to the Ordnance Survey site classification of the premises and the expected complexity of the installation. The minimum SVR required will be displayed at the top of the availability results.

Please make a note of the required SVR for entering in the Site Visit Reason section later in the order.

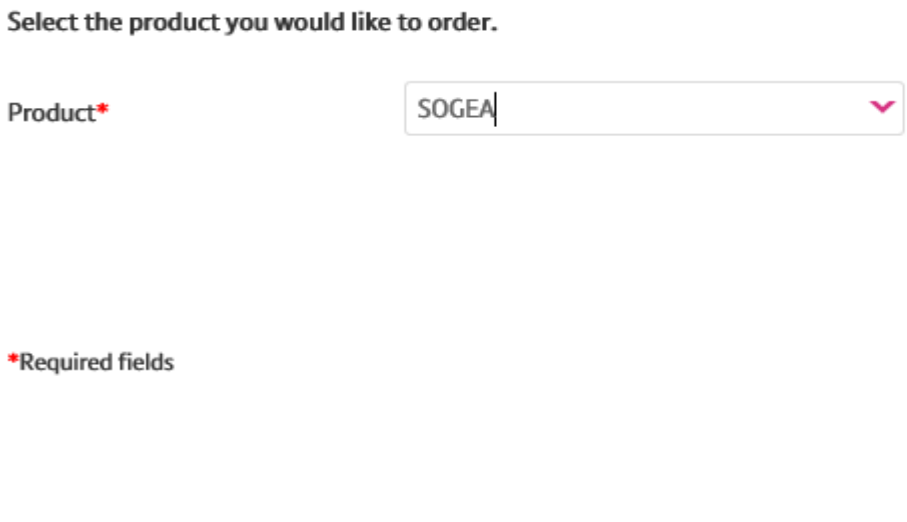
Note: if you do not add the correct SVR to your order, this will result in the following:

- Orders placed with a Standard SVR where the minimum SVR is Premium will be 'Auto Corrected' to Premium following order placement.
- Orders placed with a Standard or Premium SVR where the minimum SVR is Advanced will be 'Sales Queried' back to you following order placement to request the order be amended to Advanced.

For more details, see the WBC Guide to Business Standard.

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

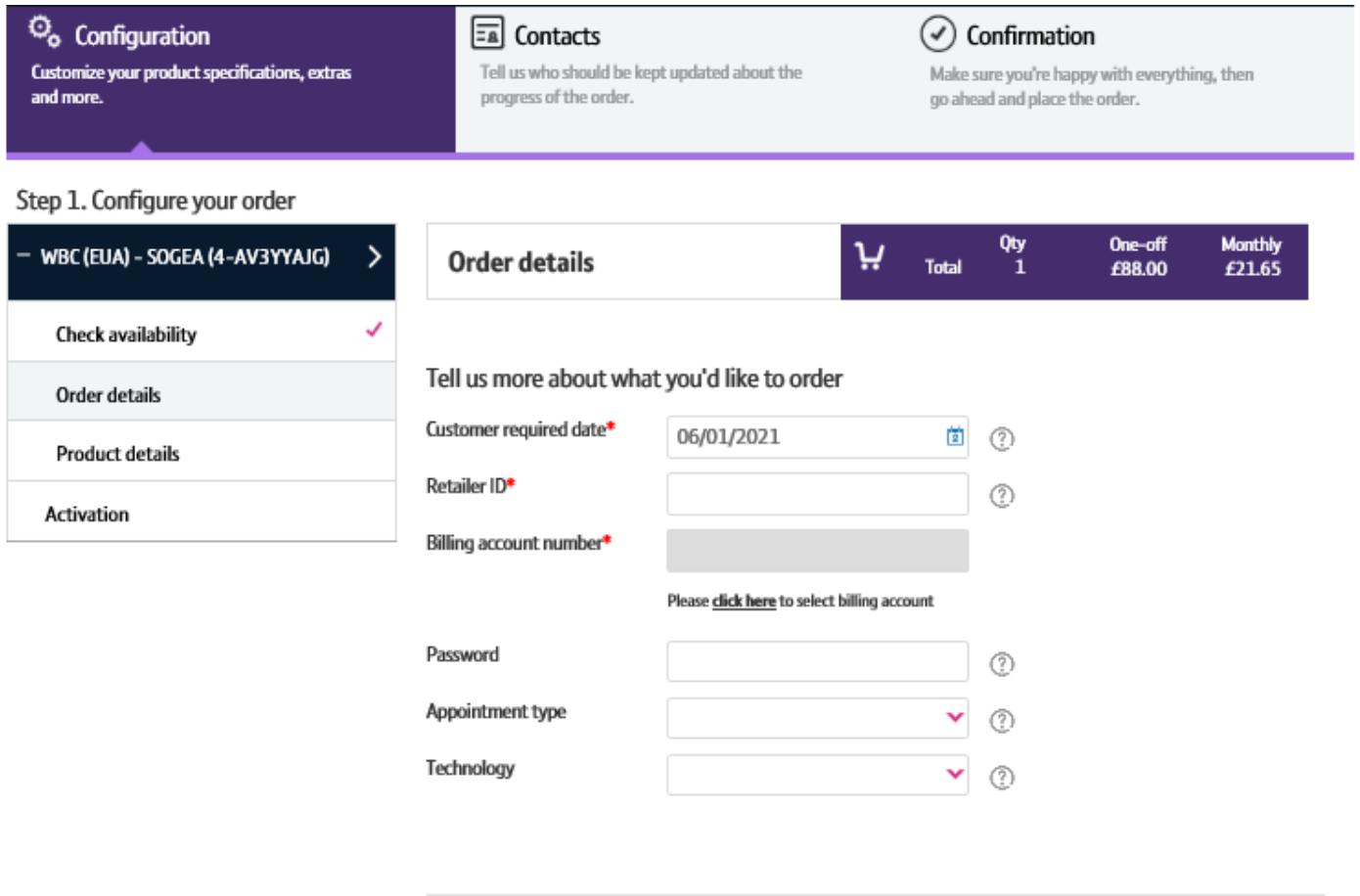


Step 6: Select Product

1) On the Product drop down select ‘SOGEA’
2) Click ‘Next’

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



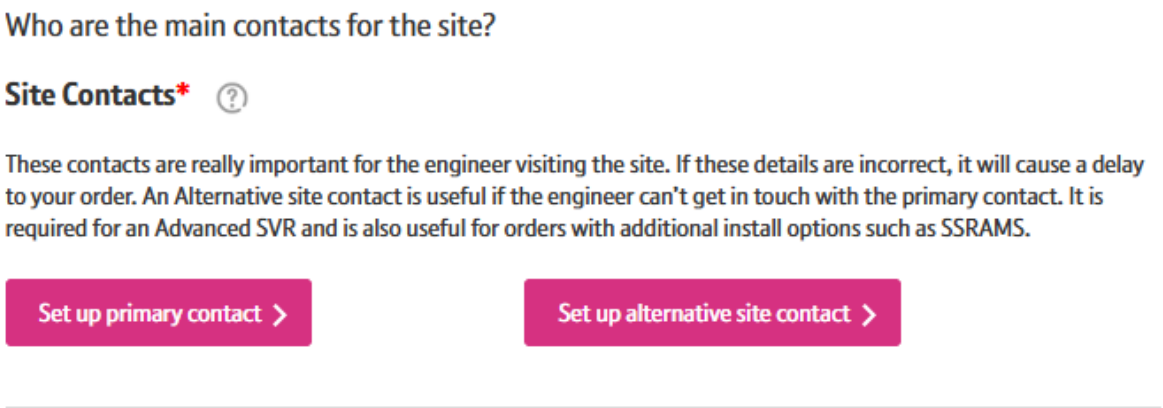
Step 7: Order Details (i)

1. **Customer Required by Date** - will default to the standard lead time for the product and order type. If you want a date in the future, use the calendar icon to select the date you want.
2. **Retailer ID** – this is your RID ID supplied by Ofcom
3. **Billing Account** - use the click here link to select your billing account number
4. **Password** - optional
5. **Appointment type – IMPORTANT** leave blank if you require a standard All Day (non-chargeable) appointment.

   If you want a chargeable AM/PM or More Focused Appointment slot pick the option from the list
6. **Technology** = 'VDSL' or 'Gfast'

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

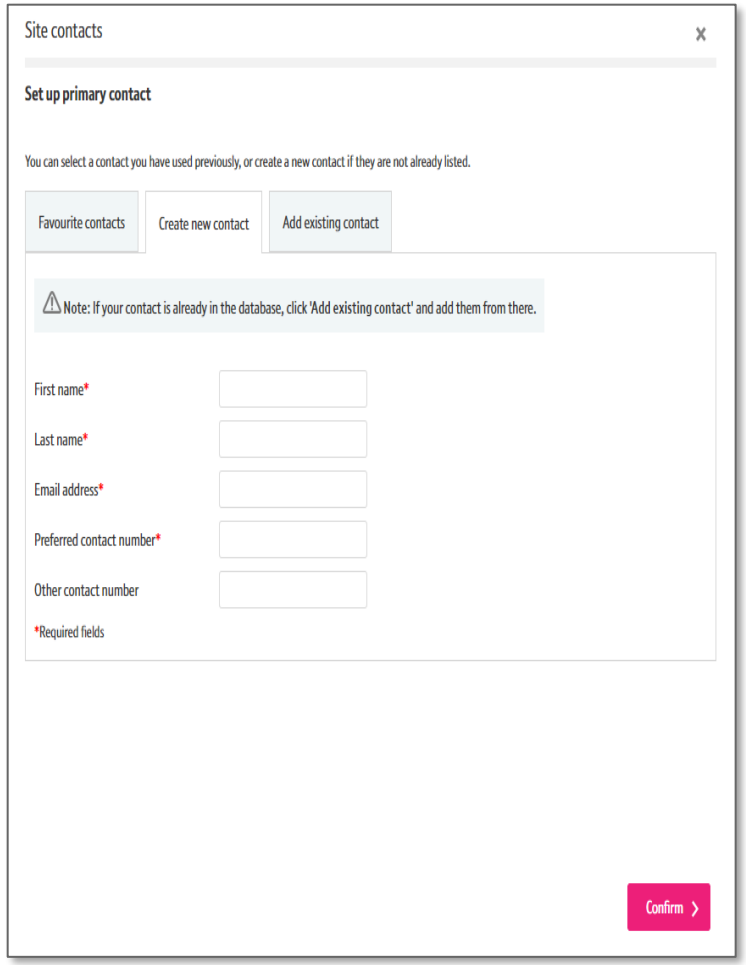


Step 8: Site Contacts (i)

- Primary contact – a primary contact should be provided on all orders.
- Alternative contact – must be provided for an Advanced install.

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

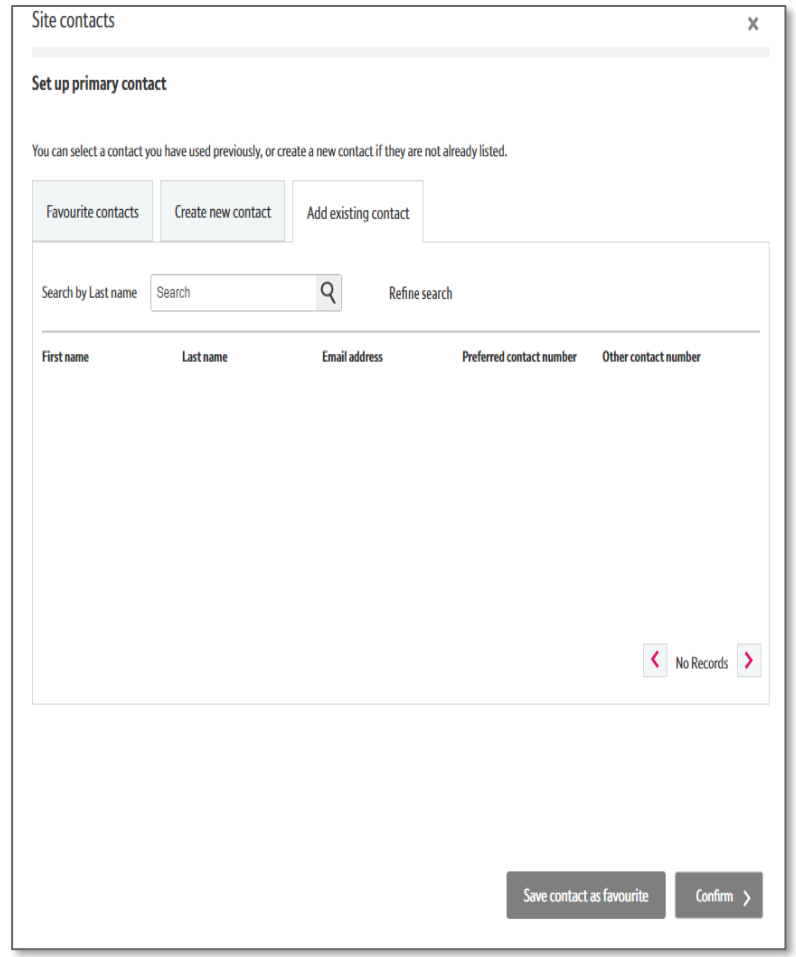


Step 8: Site Contacts (ii)

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.

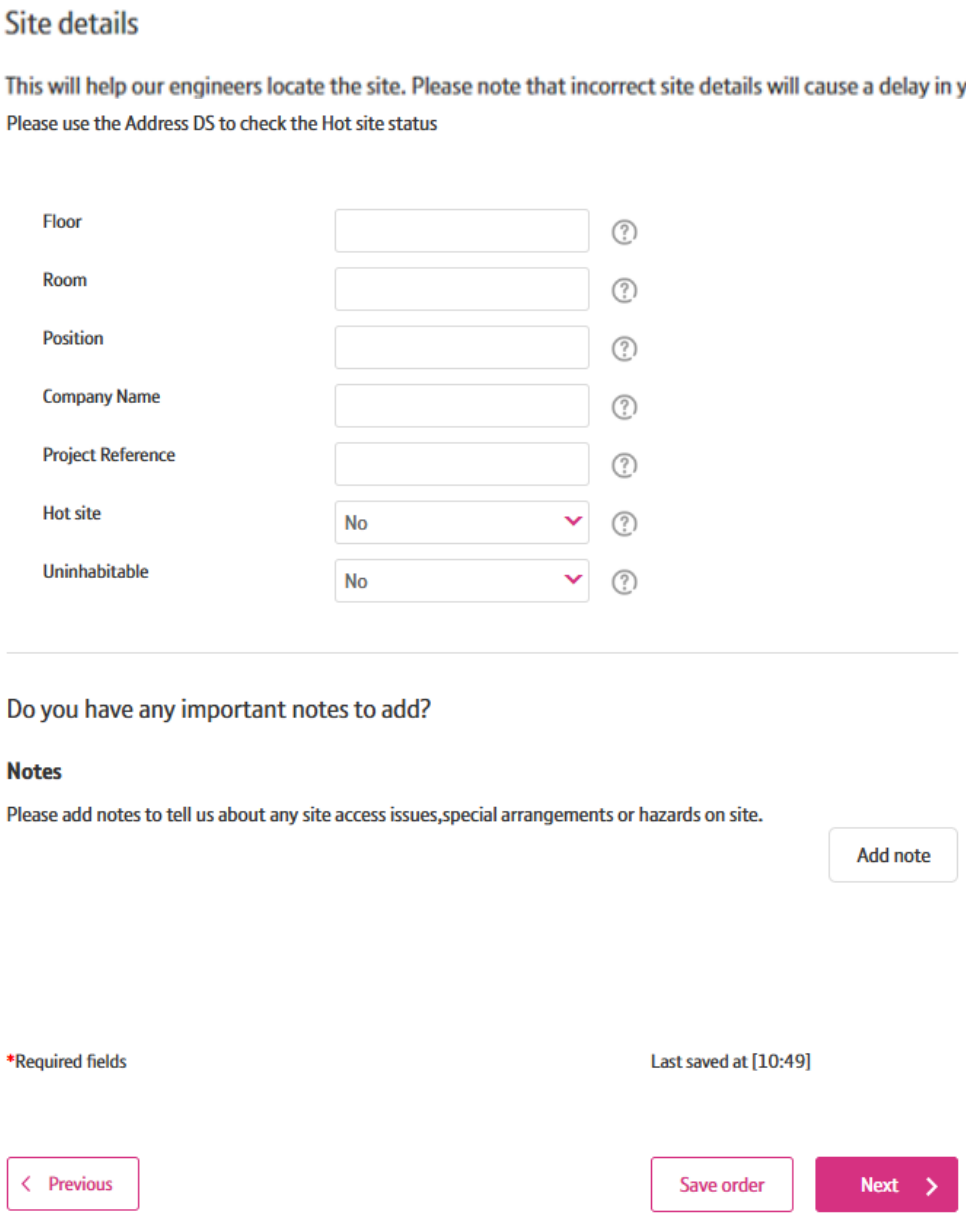
Select 'Confirm' once you have entered all the details.

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.



BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



Step 9: Site Details

If known, please enter details of where the service should be installed to aid the engineer on the day of installation.

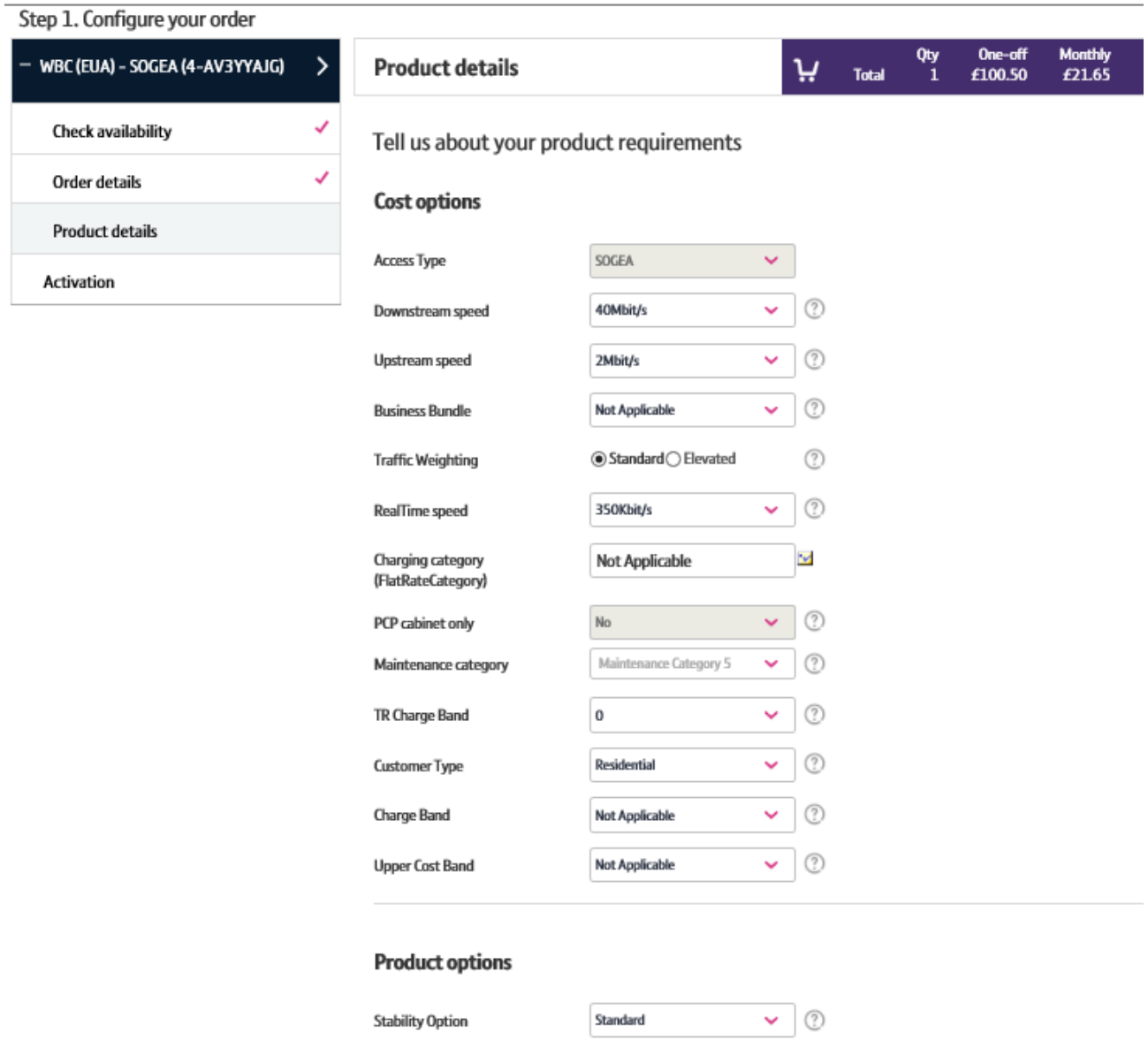
You may also add Company Name and Project Reference, and if the site is a Hot site or an Uninhabitable location

You can also add any notes to your order that may be beneficial to the engineer.

Click on Next once you have added any notes.

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



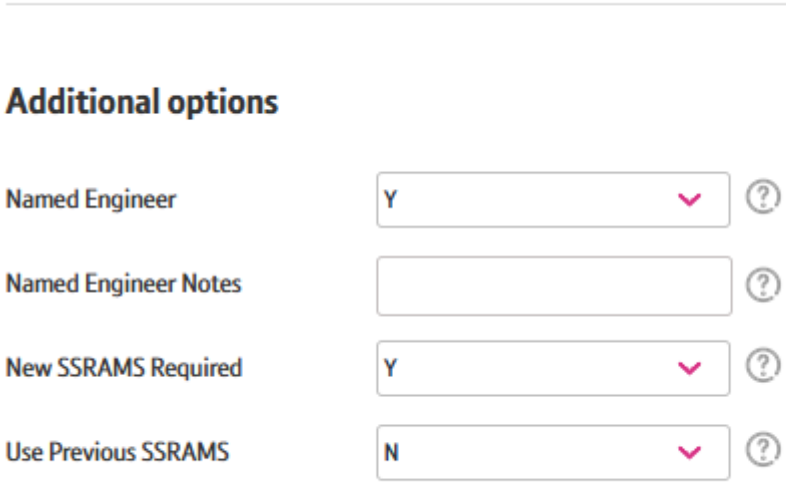
Step 10: Product Details

Use the Tool tips at the side of each category if you need help to understand the option and what you need to select.

- Downstream Speed – select the speed you require
- Upstream Speed – select the speed you require
- Business Bundle – no longer applicable
- Traffic Weighting – options are Standard (in tariff) or Elevated (chargeable)
- RealTime speed – usually set to 0. Other options are chargeable as per the Price List.
- Charging category – Not Applicable unless you have a contract with a specific flat rate category
- Maintenance Category:
  - Category 1 = 65 hour repair
  - Category 5 = 40 hour repair (default)
  - Category 4 = 20 hour repair (chargeable)
  - Category 14 = 7 hour repair (chargeable)
- TR Charge Band – Time Related Charge Band
- Customer Type – Residential or Business
- Charge Band – to set a level of pre-authorisation if Excess Construction Charges apply to the order
- Upper Cost Band – usually Not Applicable
- Stability Option – default of Standard

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order

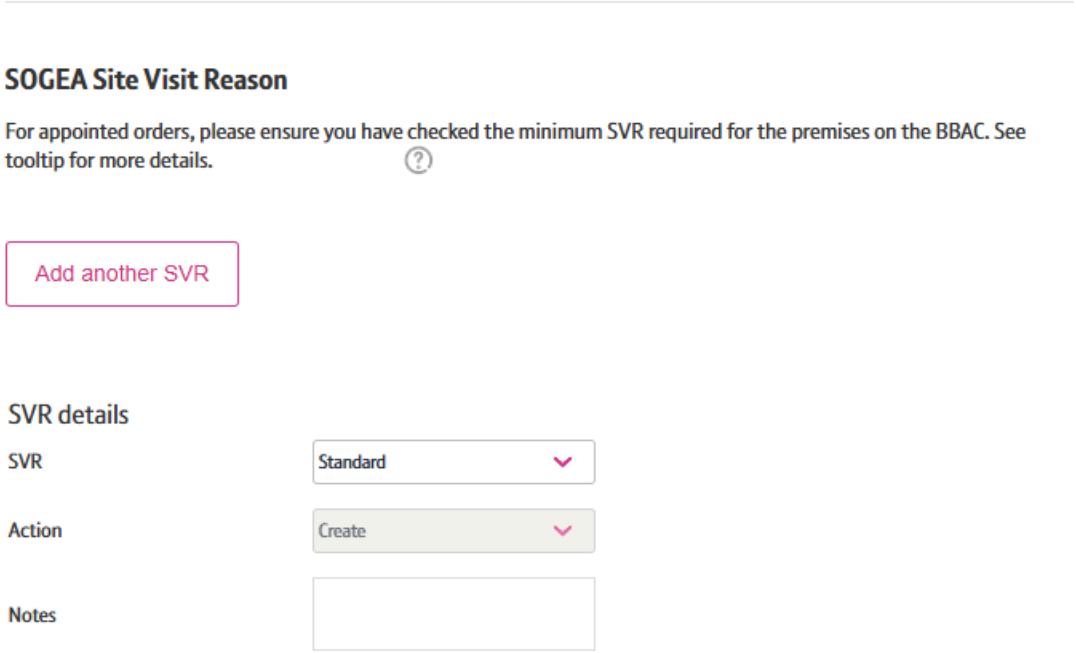


Step 11: Additional Options

Two additional product options are available.

- Named Engineer. When requested, Openreach will provide the names of up to three engineers ahead of the CCD, one of whom will fulfil the order. Additional information for engineers may be provided via an optional Notes field. Note that Named Engineer Notes should not exceed 100 characters and should not contain the characters & or <
- SSRAMS. This enables you to request that an SOGEA provision includes a Site Specific Risk Assessment and Method Statement. You can either request a new SSRAMS (which will involve a survey pre-KCI2) or the use of an existing SSRAMS for the same premises (created within the last 24 months). Note that SSRAMS can only be requested with a Premium or Advanced Site Visit Reason.

Placing a WBC SOGEA New Line Provide order



Step 12: Site Visit Reason(s)

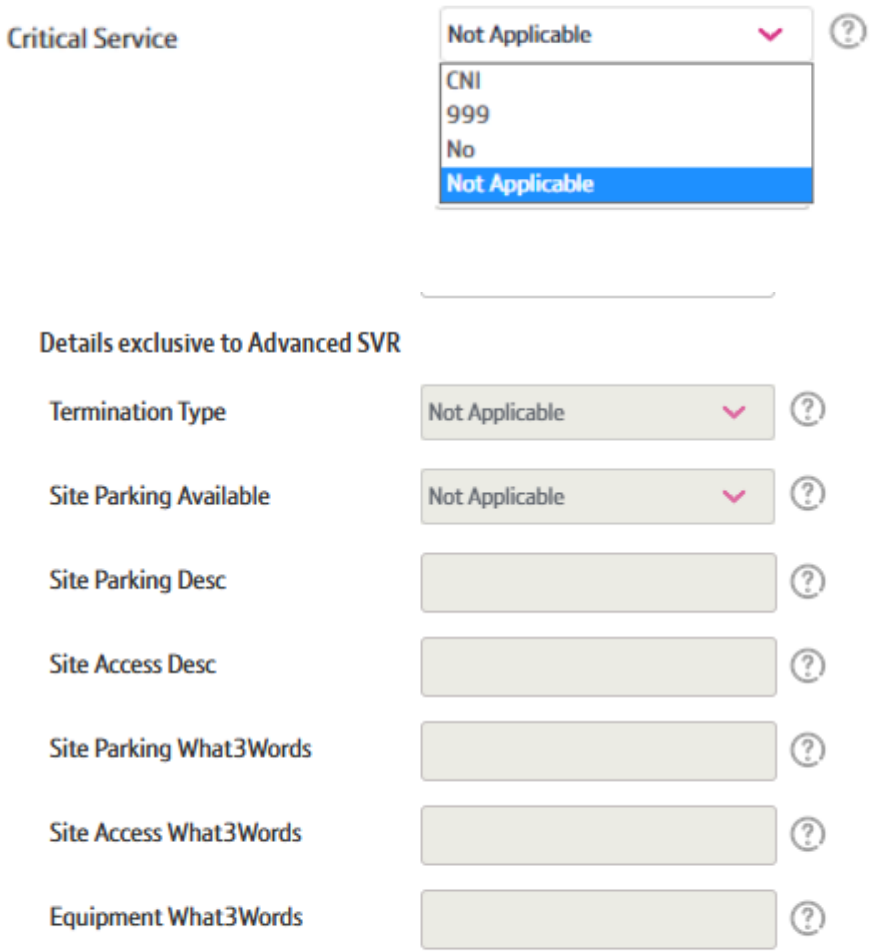
All SOGEA orders must have a Site Visit Reason.

- Select action as Create and select an SVR:
  - No Site Visit – unappointed, for remote activations or orders against working ports e.g. CP Migration or Working Line Take Over
  - Standard/Premium/Advanced – you should select the Minimum SVR as indicated in the Availability results

- You may add optional SVRs if required:
  - Prove IP Voice - allows the engineer extra time to confirm that the CP's IP voice service is functioning over the SOGEA service provided.
  - Install UPS - to request the engineer to install a CP-provided Uninterruptible Power Supply unit and power feed cable as part of the SOGEA provision.
  - *Prove Telecare – to request the engineer to connect and test a telecare device with the new SOGEA service. Applicable on WLR/ADSL/FTTC to SOGEA migration journeys only. Should only be used with agreement from the BT Wholesale All IP team.*

BT WHOLESALE

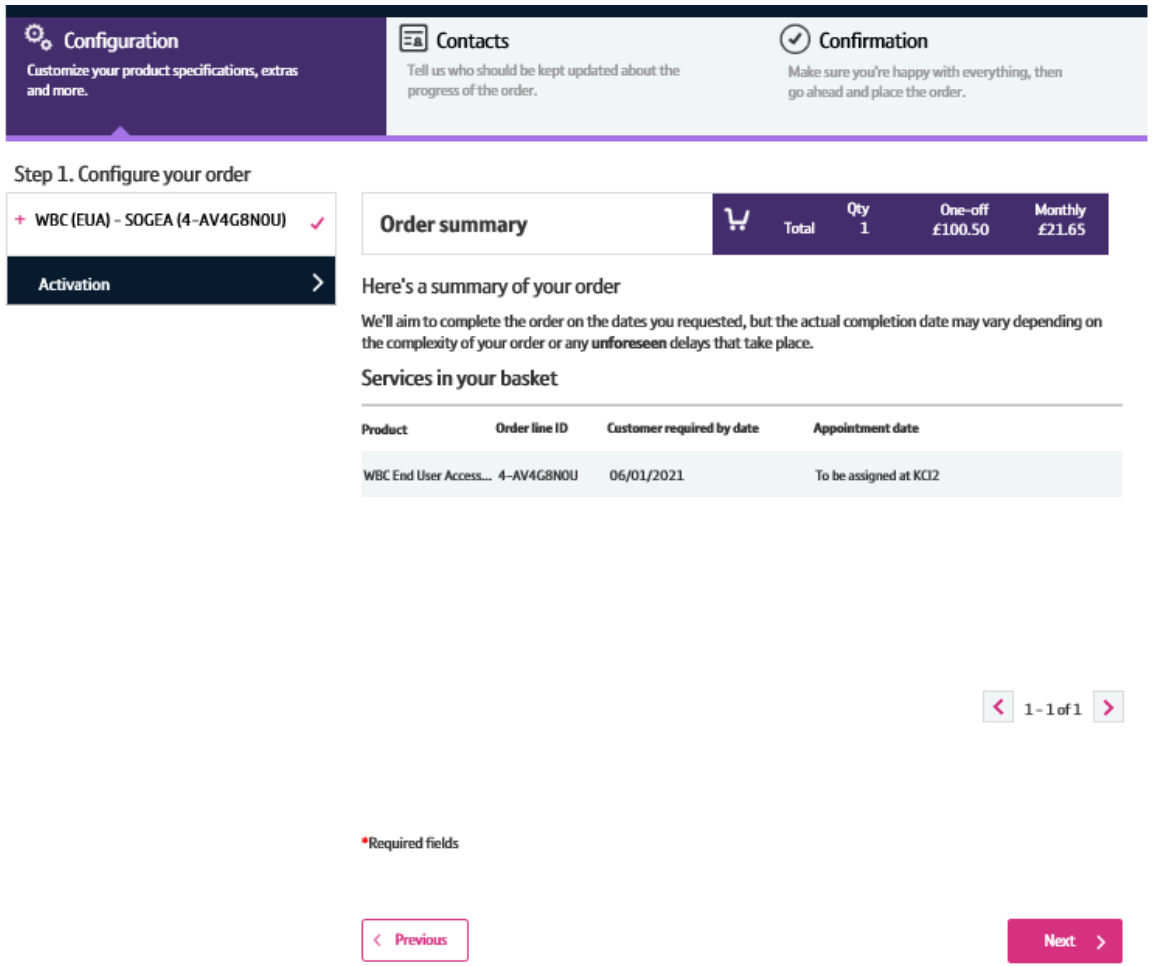
Placing a WBC SOGEA New Line Provide order



Step 13: Advanced Details

- Confirm if the site is for a Critical Service or not.
- If you have selected an Advanced SVR, you may provide additional details to assist the engineer with installation.

Placing a WBC SOGEA New Line Provide order



Step 14: Order Summary

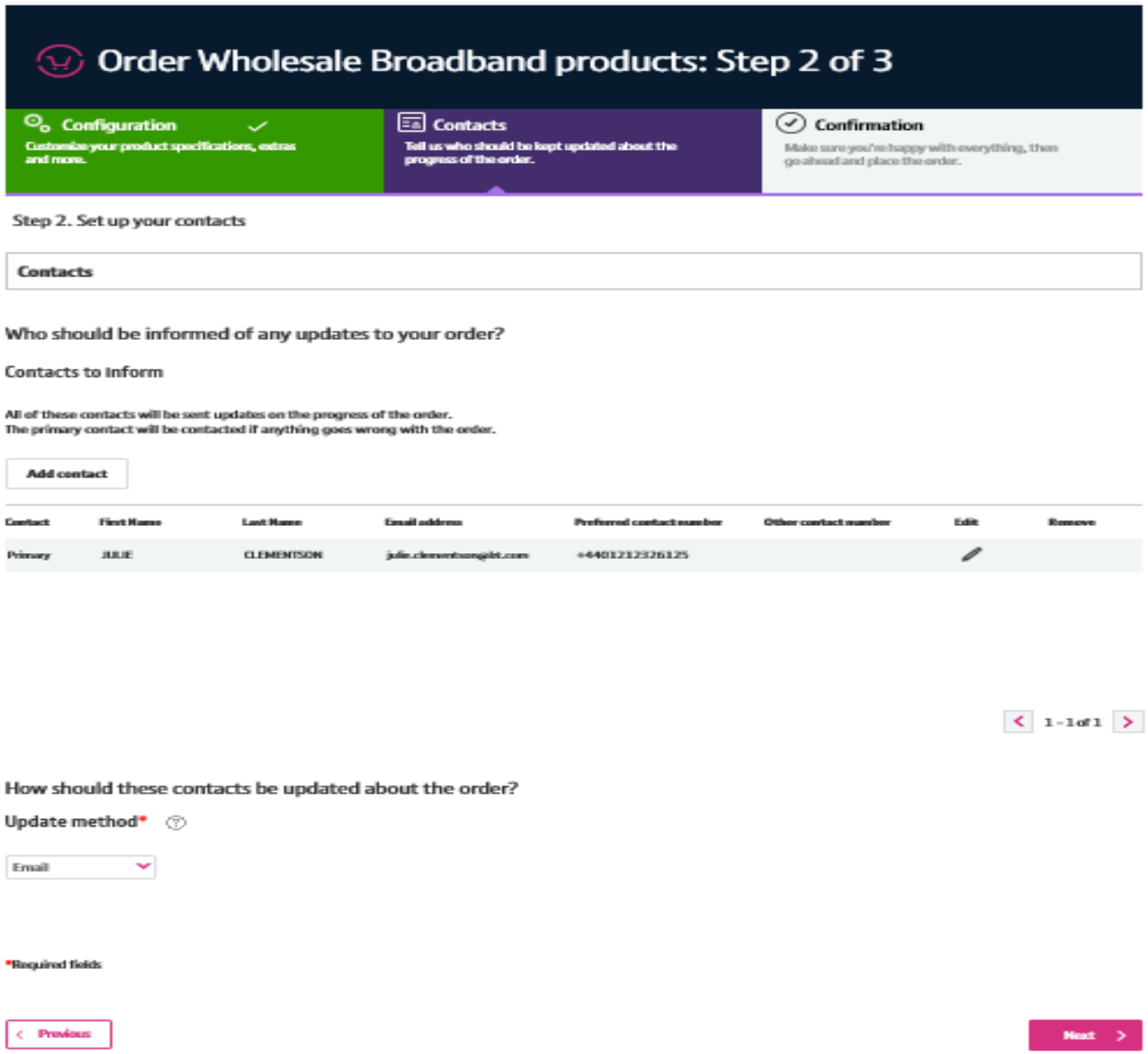
Your order is summarised confirming the selected CRD and appointment date and the costs.

If you want to change the appointment date or time you can select the Change option.

When you are happy, select 'Next'

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



Step 15: Order Contacts

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

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

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



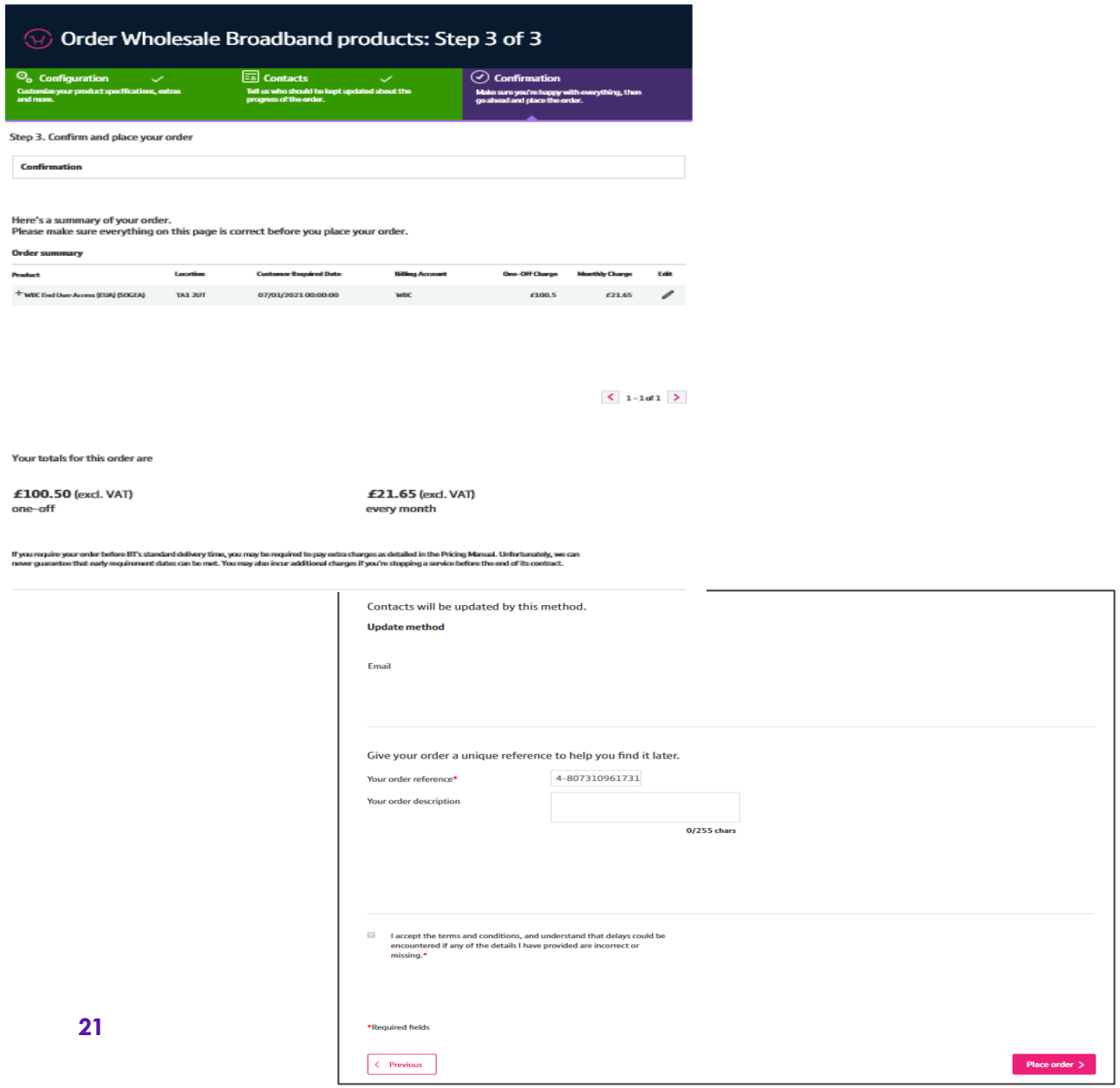
Step 16: Order Reference

You can now add your own order reference and order description.

1. You need to accept the terms and conditions with a tick in the box.
2. Click ‘Place Order’

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



Step 17: Confirmation

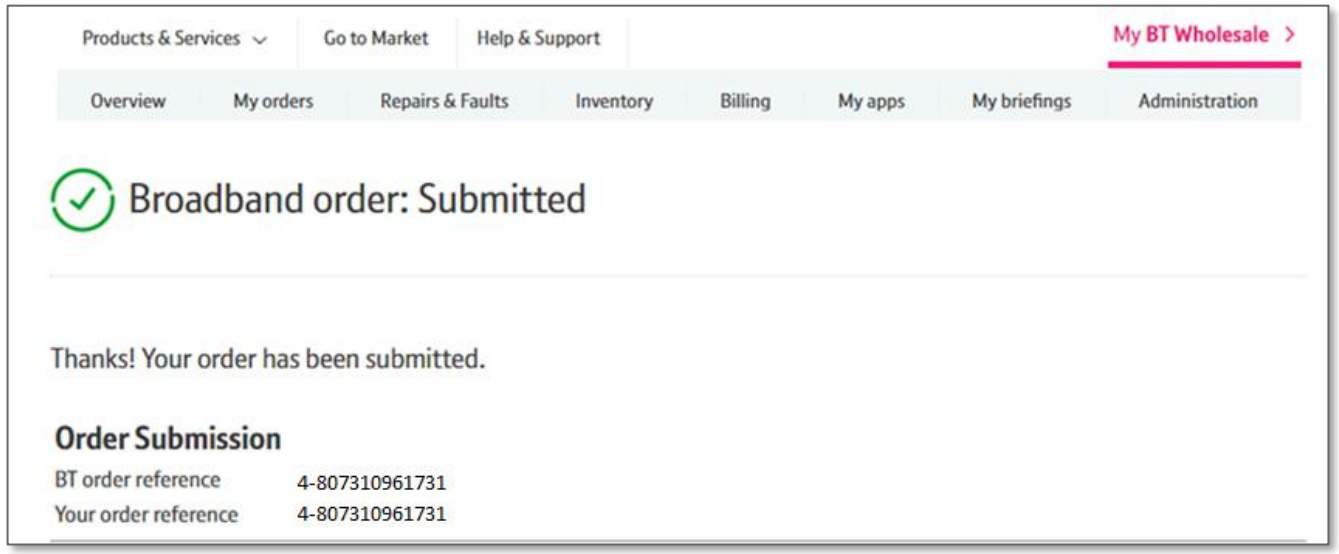
This screen summarises your order before submission. You can use the Edit option or the Previous box at the bottom of the page if you need to make any changes.

The following details are confirmed:

1) What product you have ordered and the options you have selected.
2) The monthly and one off costs
3) Who needs to be kept updated on the progress of the order and how.
4) You can also add your own order reference and description
5) Select the tick box to accept the Terms and Conditions
6) Select 'Place order'

BT WHOLESALE

Placing a WBC SOGEA New Line Provide order



Step 18: Order Submission

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

BT WHOLESALE



© British Telecommunications plc