

BT wholesale

How to Cancel a Broadband Order

Version 1

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Version Control

Date	Change	Version
January 18	User Guide Published	1

How To Cancel Your Order

There's a number of steps that need to be performed in order for you to cancel your order:

Search for your order

First you'll need to search for your order on My BT Wholesale. From here, you can instigate the cancellation.

Check to see if your order can be cancelled

We'll then need to check that your order can be cancelled. Depending on how far your order has progressed. If your order can't be cancelled, we'll tell you.

Tell us why you're cancelling the order

If your order can be cancelled, you'll be taken to the cancellation journey. Here, you'll need to tell us why you're cancelling the order.

Cancellation charges

There may be a charge depending on the order type and the stage the order is at. Cancellation charges are listed in the [WBC Price List](#).

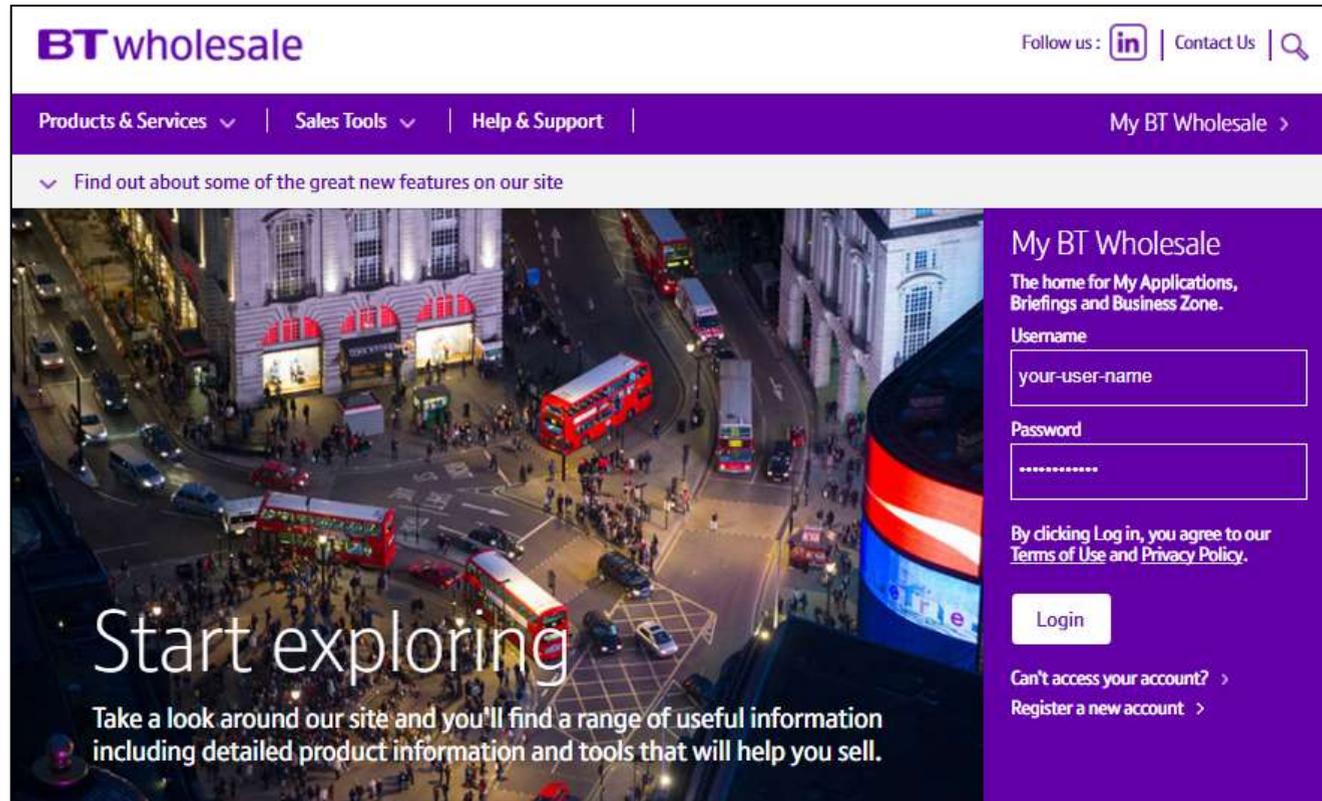
The last point an order can be cancelled (know as the Point Of No Return or PONR) is 2pm on CRD-1.

The screenshot displays the 'Business zone overview' page for order 3-417728895944. The interface includes a top navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. Below this is a secondary navigation bar with 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area shows a 'Quick view' of the order with the following details:

Order reference	3-417728895944
Customer reference	TEST 123
Service reference	BBEU24411499
Product name	WBC End User Access (EUA)
Overall status	In Progress
Order date	09 Nov 17
Account number	CUG5002639427
Account name	WBC TRIAL 1
Ordered by	LAURA AVERY
Completion date	
Order type	Modify

On the right side, there are 'Actions required' for two references: 3-417339168612 and 3-417618687599, both with 'Accept or Reject' options. A 'Frequent tasks' section at the bottom right lists 'ADSL Broadband checker', 'Broadband briefings', and 'Create a new Ethernet'. A 'Milestones' section is visible at the bottom left. A dropdown menu is open over the 'I want to...' section, showing options: 'Please select action', 'View details', 'Amend', and 'Cancel'.

How To Cancel Your Order



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:' with a LinkedIn icon, '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 columns. The left column features a large image of a city street at night with 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.' The right column is titled 'My BT Wholesale' and contains the login form. The form includes the text 'The home for My Applications, Briefings and Business Zone.', a 'Username' field with the placeholder 'your-user-name', a 'Password' field with masked characters '*****', a 'Login' button, and 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'

How To Cancel Your Order

Products & Services ▾ Sales Tools ▾ Help & Support **My BT Wholesale >**

Overview My orders Repairs & Faults Inventory Billing My apps My briefings Administration

Business zone overview 1 3-417728895944 2 3-417728895944 [View details](#) Help

Order status **Fault status** **Actions required**

Account: Select ▾ Account: Select ▾

> Saved	113277	?	> In Progress	4654	?
> Rejected	231	?	> Closed	185453	?
> Pending	899	?	Go to Repair & Faults Raise or Track a fault >		
> Cancelled	596	?	Important updates		
> In Progress	803	?	Planned Network Change Notification		
> Completed	1937	?	Check if your services are affected by our planned network changes		

[Go to Orders](#) [Place a new order >](#)

Inventory

Frequent tasks

- > ADSL Broadband checker
- > Broadband briefings

Step 2: Search for your Order

- 1) Use the Order Reference, Telephone Number or BBEU to search for your open order
- 2) Click on View Details to bring up the Quick View of your order

How To Cancel Your Order

The screenshot displays the 'Business zone overview' page for order reference 3-417728895944. The page includes a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. Below this is a secondary navigation bar with 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The main content area is divided into several sections:

- Order status:** A sidebar menu with options: Saved, Rejected, Pending, Cancelled, In Progress, and Completed.
- Quick view:** A central panel displaying order details:

Order reference	3-417728895944
Customer reference	TEST 123
Service reference	BBEU24411499
Product name	WBC End User Access (EUA)
Overall status	In Progress
Order date	09 Nov 17
Account number	CUG5002639427
Account name	WBC TRIAL 1
Ordered by	LAURA AVERY
Completion date	
Order type	Modify
- Actions required:** A blue box containing two entries:
 - Reference 3-417339168612: Please accept clear if fault resolved. If rejected fault will be returned to BT Wholesale. 10 Nov 2017. Action: Accept or Reject.
 - Reference 3-417618687599: Customer to Accept/Reject SHO. 08 Nov 2017. Action: Accept or Reject.
- I want to...:** A dropdown menu with options: Please select action (highlighted), View details, Amend, and Cancel. A red circle with the number '1' is placed over the 'Please select action' option.
- Notifications:** A section with an 'Escalation' button.
- Frequent tasks:** A list of tasks including 'ADSL Broadband checker', 'Broadband briefings', and 'Create a new Ethernet'.

Step 3: Place the Cancellation

1) In the 'Please select action' box, select 'Cancel'

Allow the page to refresh

How To Cancel Your Order

Products & Services ▾ Sales Tools ▾ Help & Support My BT Wholesale >

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

Home > My basket > Item details: Help & tips

Select service | Item details | Configuration | My basket | Confirmation | Complete

Item details: Cancel BBEU24411499 - FTTC

Required fields are marked with*

[Save](#)

Cancellation reason* **1**

- Please Specify
- Insufficient leadtime in order
- Price
- Chosen different supplier
- Delivery too long
- Placed in error / duplicate
- Unwilling to supply reason
- Cease of Asset Cancelled
- Conflicting Narrowband Order
- DN data integrity issue
- CancelOther Attempt Mislead
- CancelOther Current CP Order
- CancelOther Different Product
- CancelOther Fail To Cancel
- CancelOther No Authorisation
- CancelOther No Contact
- Order is in waiters list

Retailer ID* 3 or 4 Alphanumeric characters from Ofcom

[CANCEL](#) [CONTINUE](#)

About Us | BT Group | Site [Policy](#) **BT** wholesale

Step 3: Place the Cancellation

1) Select a Cancellation Reason from the list

Note: The CancelOther reasons are used for orders going through the Notice Of Transfer Process (CP Migration)

How To Cancel Your Order

Item details: Cancel BBEU24411499 - FTTC Required fields are marked with*

[Save](#)

Cancellation reason*

Retailer ID* 3 or 4 Alphanumeric characters from Ofcom

Step 3: Place the Cancellation

- 1) Enter your 3 or 4 letter RID ID
- 2) Click to 'Continue'

How To Cancel Your Order

My basket

Account selected: WBC TRIAL 1

Please select either amend or cancel against any of the line items in your order. Once your order is complete please validate your order and click 'continue' to proceed.

1 - 1 of 1

Service	Status	Type	Net price*	Price type*	Monthly charges	One off charges	Complete	
WBC End User Access (EUA)	Cancellation Request	Modify	£0	One-Time	£0	£0		<input type="button" value="AMEND"/> <input type="button" value="CANCEL"/>

All order lines with a red flag must be completed by clicking on Amend/Cancel button before proceeding with the order.

Net total excluding VAT*:

Line item: 1 < Previous | Next >

Service id:	BBEU24411499	Billing account:	0455812674	CRD:	13/11/2017 00:00:00
Post code:	CB1 3PR	Line status:	Cancellation Request	Appointment:	Not applicable

Pricing is available for a selected range of products and is indicative until you have configured all the line items. Pricing which is not available is denoted by a [-]. Please note if this service has non-standard rentals applied to it that some types of modifies could impact and change the rental/s.

1

Step 3: Place the Cancellation

- 1) Check that the Status has changed to 'Cancellation Request' then select 'Continue'

How To Cancel Your Order

The screenshot shows the 'My basket' page on the BT Wholesale website. A validation pop-up window is open, displaying the message: 'We have checked your order, please press 'continue' to proceed.' The pop-up has a 'CONTINUE' button highlighted with a yellow box and a circled '1'. The background page shows a progress bar with steps: Select service, Item details, Configuration, My basket, Confirmation, and Complete. Below the pop-up, there is a table with columns: Request, Priority, EQ, Time, EQ, EQ, and CANCEL. The table contains one row with a red flag icon. Below the table, there is a section for 'Net total excluding VAT*' and a table with the following data:

Line item:	1	< Previous	Next >
Service id:	BBEU24411499	Billing account:	0455812674
Post code:	CB1 3PR	CRD:	13/11/2017 00:00:00
		Line status:	Cancellation Request
		Appointment:	Not applicable

At the bottom right of the page, there is a 'CONTINUE' button.

Step 3: Place the Cancellation

- 1) Select 'Continue' on the Validation pop up

How To Cancel Your Order

Confirm order details

Required fields are marked with *

[Save](#)

Account WBC TRIAL 1

Your order reference * This reference will appear on your bill (50 characters max)

Your order description 255 characters max

Project

Order update method*

Keep you informed - Contact details

First name	LAURA	Last name	AVERY
Email	laura.avery@bt.com	Work phone	07553362570 add / change contact

If your order contains a provide item with a CRD which is less than BT's lead times, or a modify item, you may be required to pay time related charges as set out in the Pricing Manual for any out-of-hours working. Whilst this will expedite the process we cannot guarantee that the CRD will be met. If your order contains a cease for a line or service before the end of its contract, then you may incur additional charges.

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.

Step 3: Place the Cancellation

- 1) Tick the box to confirm that you accept the Terms and Conditions
- 2) Select 'Submit'

How To Cancel Your Order

Select service Item details Configuration My basket Confirmation Complete

Order confirmation [Track order](#)

Thank you. Your order has been received. You will need the BT reference or your own order reference (below) to track your order online.

BT Reference: 3-417728895944

Your order reference: TEST 123

[Rate your experience](#) [eCoPlus Home](#)

Step 4: Confirmation

Confirmation that your cancellation request has been placed

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