

**BT** wholesale

# How to Cease your Service

Version 1



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# Version Control

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Date	Change	Version
January 18	User Guide Published	1

# How To Cease your Service

Ceasing an active service is a simple 8 step process.

## Cease Charges

There may be charges associated with ceasing your service. A summary of any costs will be given before you submit your order.

Alternatively, please visit our [Service Provider Price List](#) page on BTWholesale.com for a full breakdown of the costs.

The screenshot displays the BT Wholesale Business Zone interface. At the top, there are navigation tabs for 'Products & Services', 'Sales Tools', and 'Help & Support'. The main navigation bar includes 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The user is logged in as 'My BT Wholesale'. The main content area is titled 'Business zone overview' and shows the service ID 'BBEU24411499'. A 'Service details' panel is open, displaying the following information:

Service type	WBC End User Access (21CN Copper and Fibre)
Customer reference	
Service reference	BBEU24411499
Asset ID	3-4YZKHF05
Directory Number	01223245826
Last update	04 Dec 17 11:21
Last updated by	MIKE WARREN

Below the service details, there is a section 'I want to...' with a dropdown menu open, showing the following options:

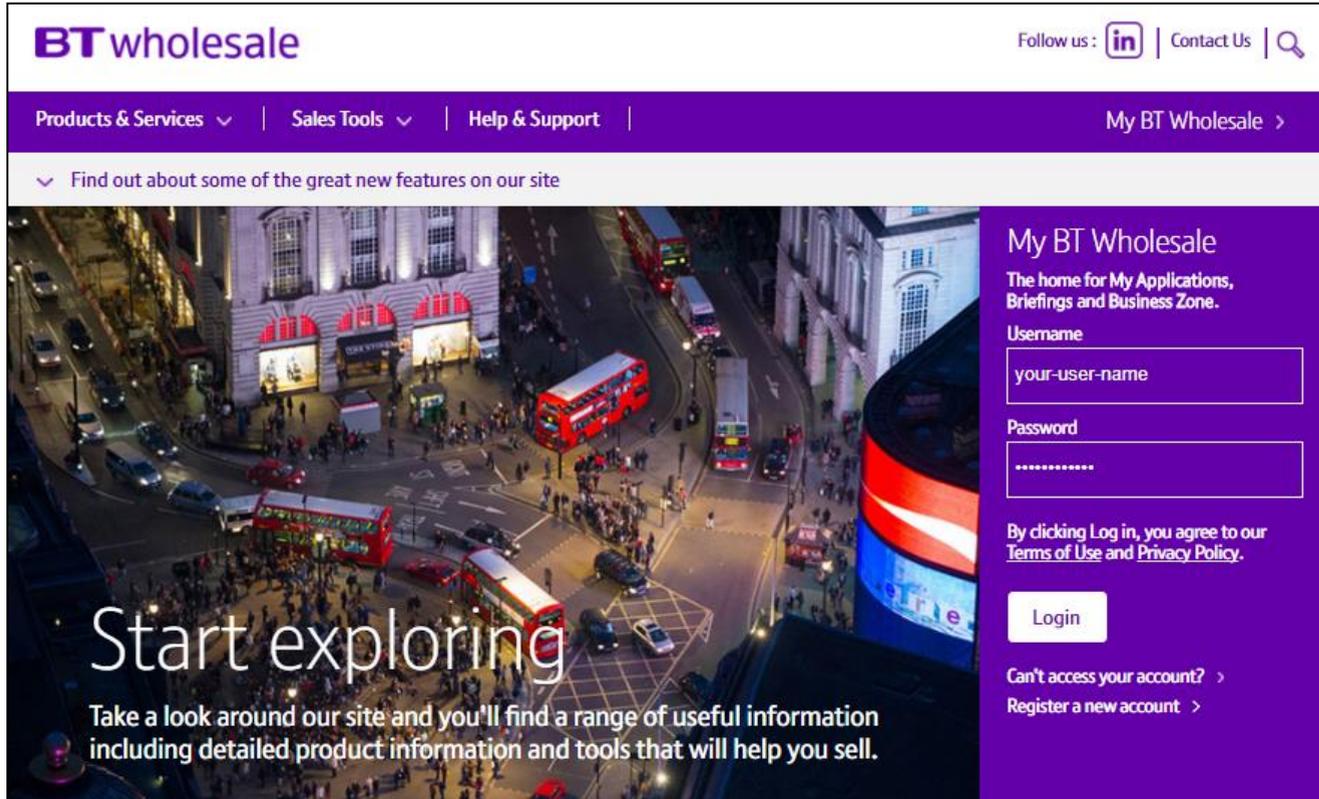
- Please select action
- View details
- Cease
- Modify
- Diagnose
- Raise a fault

On the right side of the interface, there is an 'Actions required' section with two entries:

- Reference 3-42053241513  
Customer to Accept/Reject CPD  
13 Dec 2017  
Accept or Reject
- Reference 3-412292421927  
Appt Required: Please book with the End User.  
06 Dec 2017  
Accept

At the bottom right, there is a 'Frequent tasks' section with links for 'ADSL Broadband checker' and 'Broadband briefings'.

# How To Cease your Service



The screenshot shows the BT Wholesale website's login page. At the top left is the 'BT wholesale' logo. To the right, there are social media icons for LinkedIn and a 'Contact Us' link with a search icon. Below the logo is a navigation bar with 'Products & Services', 'Sales Tools', and 'Help & Support'. 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, there's 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.' On the right, there's a 'My BT Wholesale' section with the text 'The home for My Applications, Briefings and Business Zone.' Below this are fields for 'Username' (containing 'your-user-name') and 'Password' (containing '\*\*\*\*\*'). A 'Login' button is below the password field. At the bottom of this section, there's a disclaimer: 'By clicking Log in, you agree to our Terms of Use and Privacy Policy.' and two links: 'Can't access your account?' and 'Register a new account'.

## Step 1: Logging In

- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Enter your Username and Password
- Click 'Login'

# How To Cease your Service

The screenshot shows the BT Business zone overview dashboard. At the top, there are navigation tabs: Overview, My orders, Repairs & Faults, Inventory, Billing, My apps, My briefings, and Administration. The main header area includes the text 'Business zone overview' and a search bar containing 'BBEU24411499'. Below the search bar, there are two numbered steps: 1) BBEU24411499 and 2) BBEU24411499 with a 'View details' link. The dashboard is divided into several sections: 'Order status' with a table of order counts (Saved: 107714, Rejected: 249, Pending: 917, Cancelled: 403, In Progress: 810, Completed: 1434); 'Fault status' with a table of fault counts (In Progress: 175, Closed: 84902) and a 'Raise or Track a fault' button; 'Important updates' with a 'Planned Network Change Notification'; and 'Actions required' with two entries for customer actions. There are also 'Frequent tasks' like 'ADSL Broadband checker' and 'Broadband briefings'.

## Step 2: Search for your circuit

- 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 Cease your Service

The screenshot shows the BT Wholesale Business zone overview page. The main navigation bar includes 'Products & Services', 'Sales Tools', 'Help & Support', and 'My BT Wholesale'. The secondary navigation bar includes 'Overview', 'My orders', 'Repairs & Faults', 'Inventory', 'Billing', 'My apps', 'My briefings', and 'Administration'. The 'Overview' tab is active, displaying the 'Business zone overview' header and a search bar containing 'BBEU24411499'. Below the search bar, the 'Service details' section is visible, listing service type, customer reference, service reference, asset ID, directory number, last update, and last updated by. A dropdown menu titled 'I want to...' is open, showing options: 'Please select action', 'View details', 'Cease', 'Modify', 'Diagnose', and 'Raise a fault'. The 'Cease' option is highlighted. A red circle with the number '1' is placed over the 'Cease' option. To the right, the 'Actions required' section displays two references with their respective dates and actions: 'Reference 3-42053241513' (13 Dec 2017) and 'Reference 3-412292421927' (06 Dec 2017). The 'Order status' section on the left shows a list of statuses: Saved, Rejected, Pending, Cancelled, In Progress, and Completed. A red button labeled 'Place a n...' is visible at the bottom left.

## Step 3: Place the Cease Order

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

Allow the page to refresh

# How To Cease your Service

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

Home > My basket > Item details: [Help & tips](#)

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

**Item:**  
WBC End User Access (EUA)  
**Non recurring charge:** £5.41  
**Monthly recurring charge:** £0  
Pricing is only indicative until you have configured all line items

### Item details: Cease BBEU24411499 - FTTC

Required fields are marked with \*

Save

Directory number: 01223245826

Customer required date\*: 15/12/2017 00:00:00 1 Defaulted using a lead time based on order information captured so far. Further details captured later may affect this lead time, potentially increasing or decreasing it.

Cease reason\*: 2

- Please Specify
- Change of supplier
- Closure of existing sites
- Cost reduction/savings
- Not required - not replacing
- Ordering alternate BT service
- Quality of service issues
- Relocation
- Unwilling to supply reason

CANCEL 3 CONTINUE

## Step 4: Select the CRD and Cease Reason

- 1) Select the day you want to cease the service from using the calendar. This will default to the standard lead time.
- 2) Select a Cease Reason
- 3) Click 'Continue'

# How To Cease your Service

Progress bar: Select service (checked), Item details (checked), Configuration (checked), My basket (active), Confirmation (unchecked), Complete (unchecked).

## My basket

**Account selected:** WBC TRIAL 1  
Please review the line item(s) details before continuing.

[Order new services](#) | [Add quick order template](#) | [Modify or cease services](#)  
1 - 1 of 1

Service	Quantity	Type	Service reference	Monthly charges	One off charges	Complete
WBC End User Access (EUA)	1	Cease	BBEU24411499	£0	£31.12	 <a href="#">REMOVE</a> <a href="#">EDIT</a>

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

**Net total excluding VAT:** £31.12

**Line item: 1** < Previous | Next >

<b>Service:</b> WBC End User Access (EUA)	<b>Post code:</b> CB1 3PR	<b>Billing account:</b> 0455812674
	<b>CRD:</b> 15/12/2017	<b>Appointment:</b> To be assigned

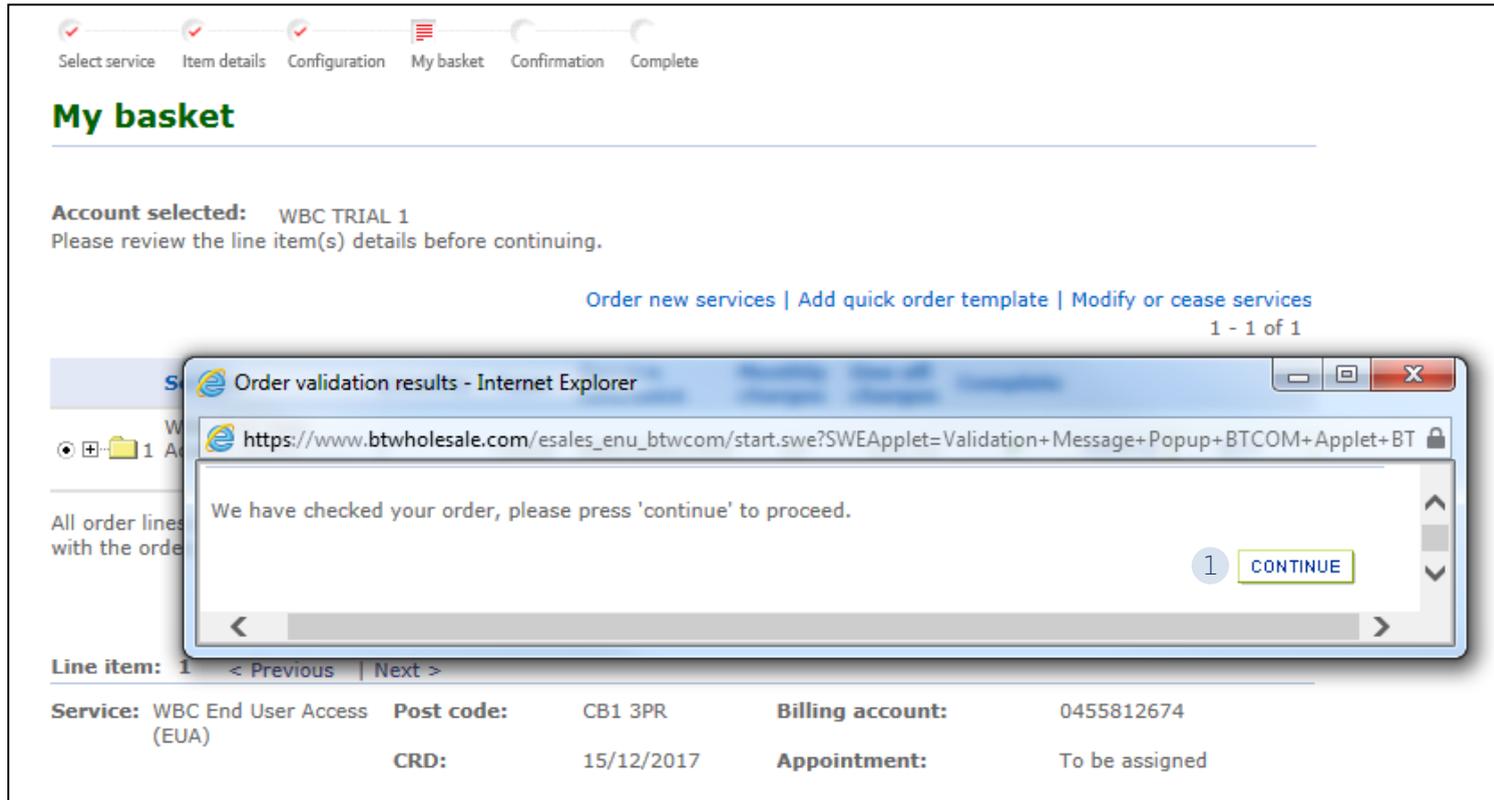
[SAVE & CLOSE](#) 1 [CONTINUE](#)

## Step 5: Check the details

1. Check the details on the My Basket page and click 'Continue' when you are happy.

You can Edit, Remove or Save and Close at this stage if you aren't ready to submit the order

# How To Cease your Service



The screenshot shows the 'My basket' page on the BT Wholesale website. At the top, there is a progress bar with steps: Select service, Item details, Configuration, My basket, Confirmation, and Complete. The 'My basket' step is currently active. Below the progress bar, the page title is 'My basket'. Underneath, it says 'Account selected: WBC TRIAL 1' and 'Please review the line item(s) details before continuing.' There are links for 'Order new services', 'Add quick order template', and 'Modify or cease services'. A '1 - 1 of 1' indicator is present. A pop-up window titled 'Order validation results - Internet Explorer' is overlaid on the page. The pop-up contains the text: 'We have checked your order, please press 'continue' to proceed.' and a 'CONTINUE' button with a '1' next to it. Below the pop-up, the 'Line item: 1' section is visible, showing details for 'Service: WBC End User Access (EUA)', 'Post code: CB1 3PR', 'Billing account: 0455812674', 'CRD: 15/12/2017', and 'Appointment: To be assigned'.

## Step 6: Validation

1. You will then be presented with a pop-up to confirm you are happy to proceed and place the order. Select 'Continue'

# How To Cease your Service

## Confirm order details

Required fields are marked with \*

Account WBC TRIAL 1 [Save](#)

Your order reference \* 1  This reference will appear on your bill (50 characters max)

Your order description  255 characters max

Project

Order update method \* 2

### Keep you informed - Contact details

First name	LAURA	Last name	AVERY
Email	laura.avery@bt.com	Work phone	07553362570 <a href="#">add / change contacts</a>

For a Provide or Modify order with a Customer Required by Date of less than BT's standard lead time, you may be required to pay Time Related Charges as detailed in the Pricing Manual for any out of hours working, however we still cannot guarantee that your Customer Required by Date will be met. If you are ceasing a service before the end of it's contract term then you may incur additional charges. working, however we still cannot guarantee that your Customer Required by Date will be met. If you are ceasing a service before the end of it's contract term then you may incur additional charges.

To save this order as a quick order template, please tick  4

I accept the terms and conditions and understand that delays could be \*  3

### Summary

1 - 1 of 1

Line Item: WBC End User Access (EUA)

Type	Monthly Charge	One off charges	Post code	Billing account	Network ref	Appointment date
Cease	£0	£31.12	CB1 3PR	WBC		To be assigned

## Step 7: Confirmation and Submission

- 1) Enter your order reference
- 2) Select your method of update – Online Tracking, Email or Critical emails only
- 3) Accept the Terms and Conditions by ticking the box
- 4) Submit your order

A summary of any charges is given at the bottom of the screen

# How To Cease your Service

Select service  Item details  Configuration  My basket  Confirmation  Complete

## Order complete [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:** 3-420448470973

**Your order reference:** TEST 123

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

## Step 8: Confirmation

Confirmation that your cease request has been placed

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