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How to Cease your Service

Version 1

British Telecommunications plc 2017

Contents

What's in this User Guide?

p3 – Version Control

p4 – Overview

p5 – How to Cease your Service

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Version Control

Date	Change	Version
January 18	User Guide Published	1

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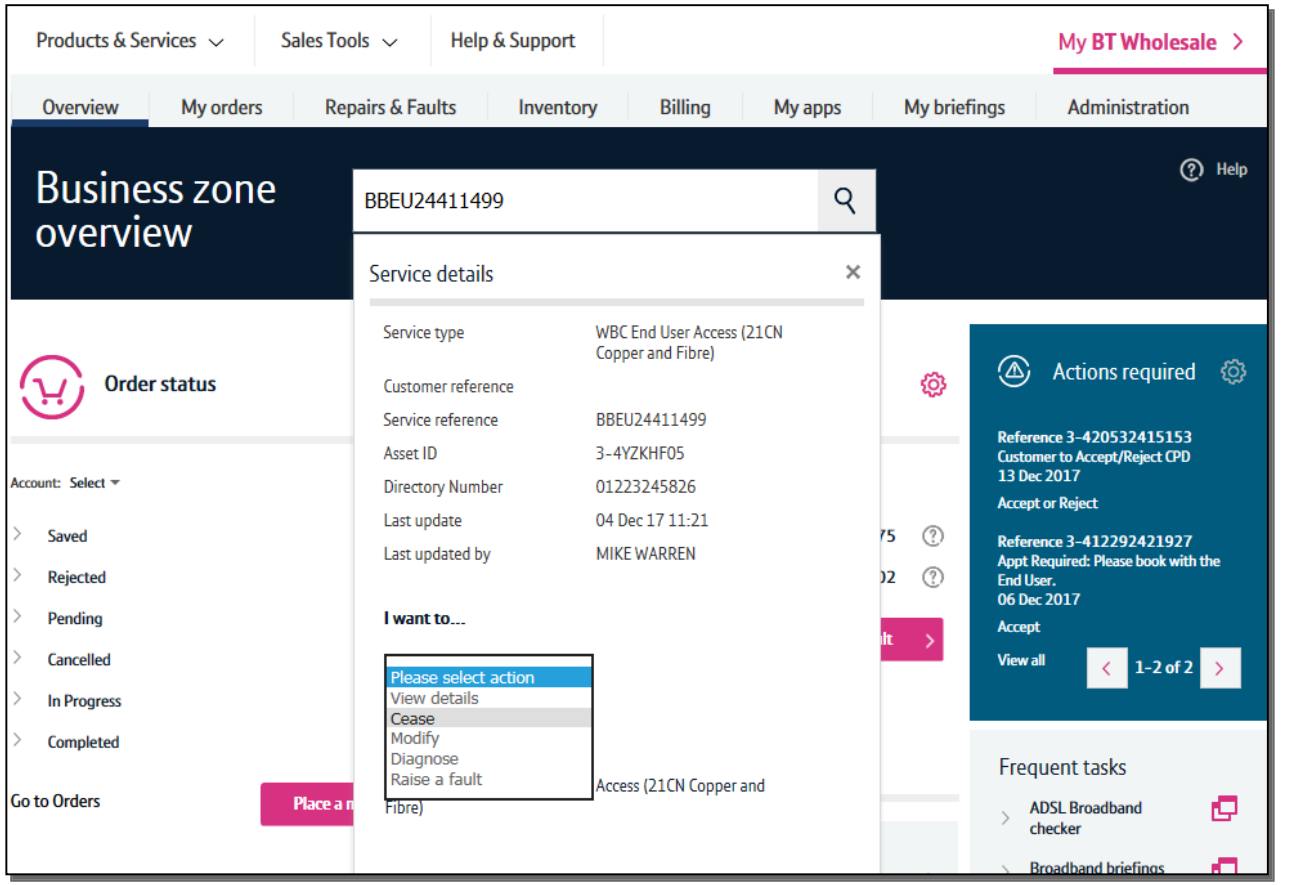
How To Cease your Service

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.



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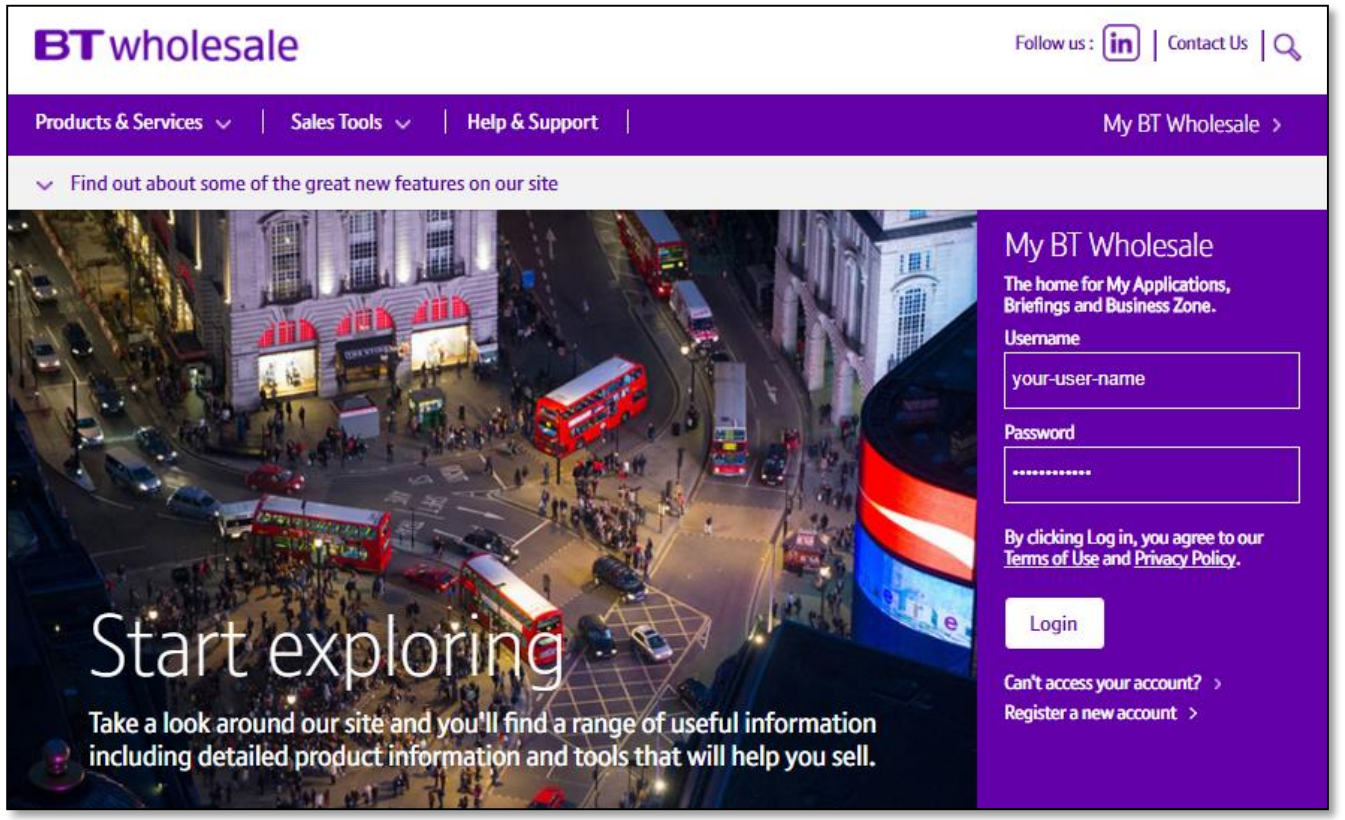

Step 1: Logging In

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

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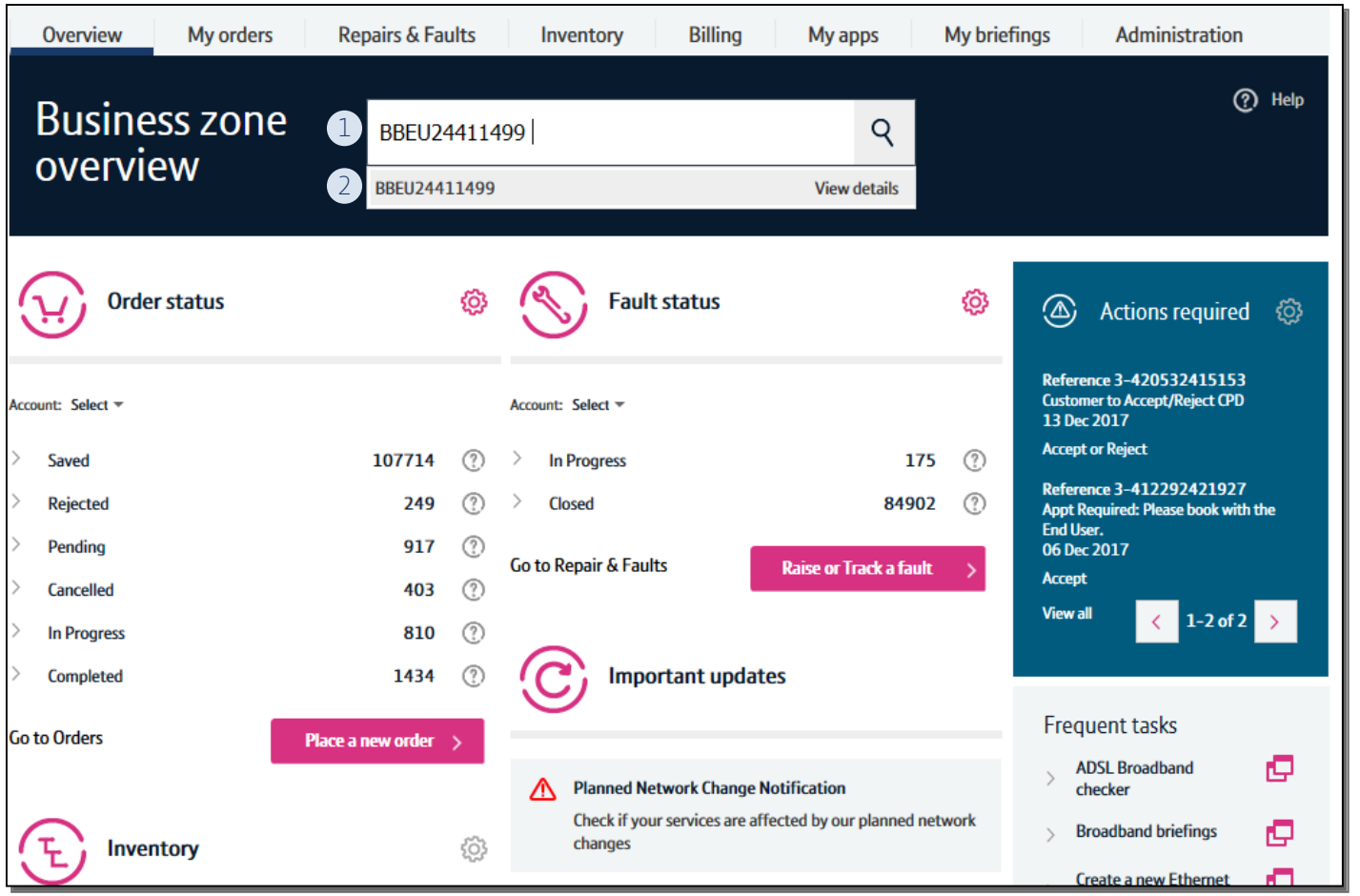

Step 2: Search for your circuit

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

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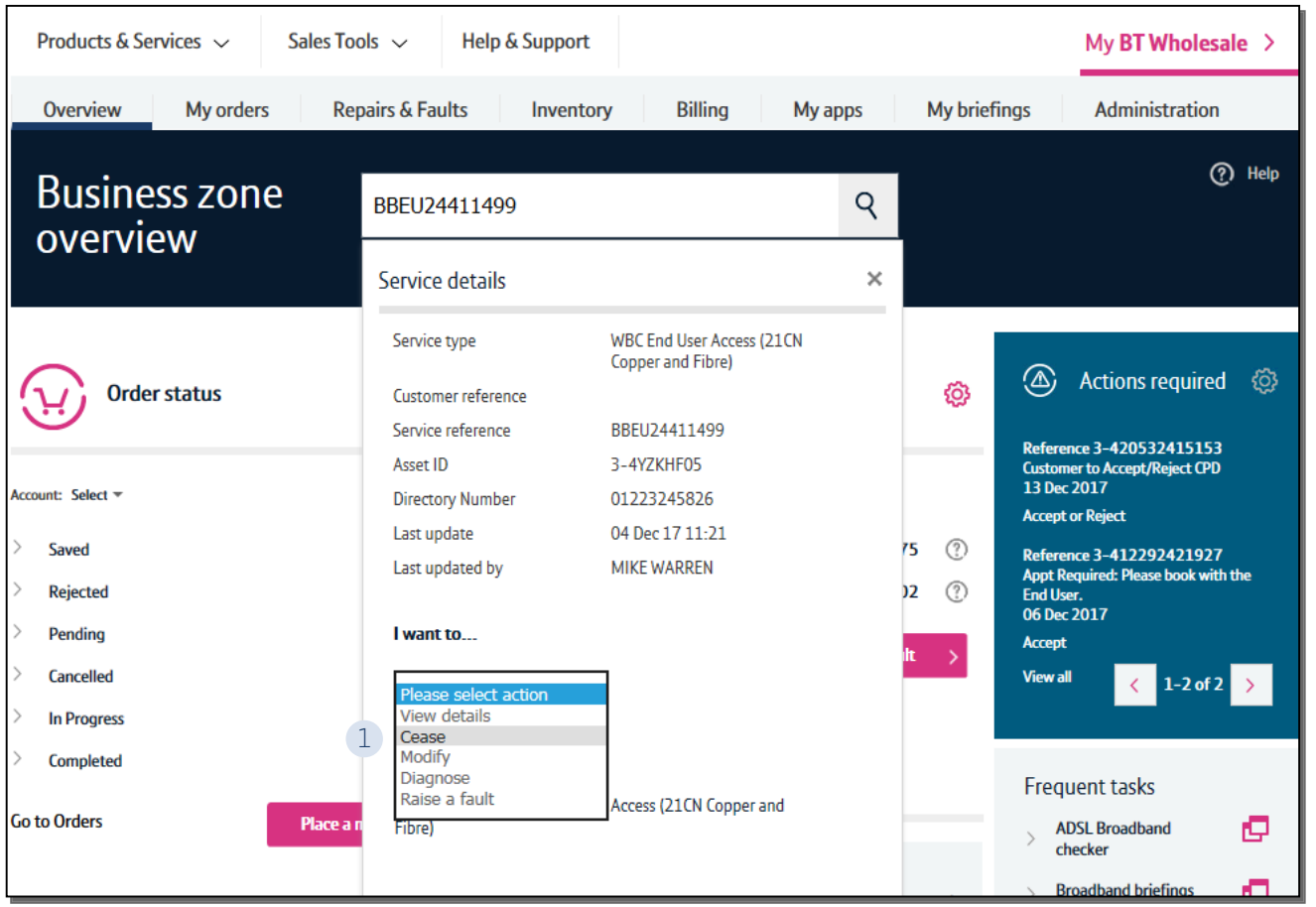

Step 3: Place the Cease Order

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

Allow the page to refresh

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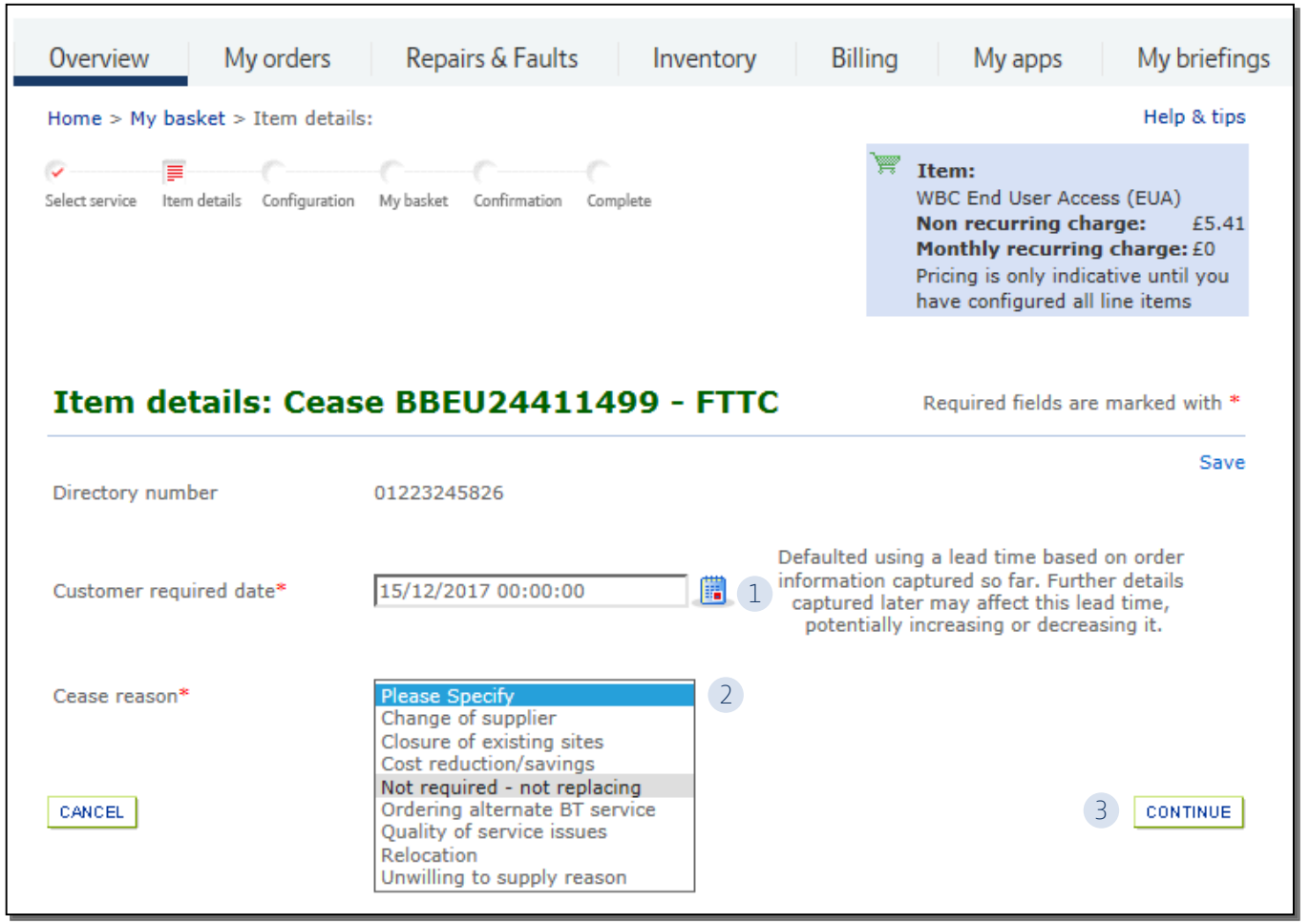

Step 4: Select the CRD and Cease Reason

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'

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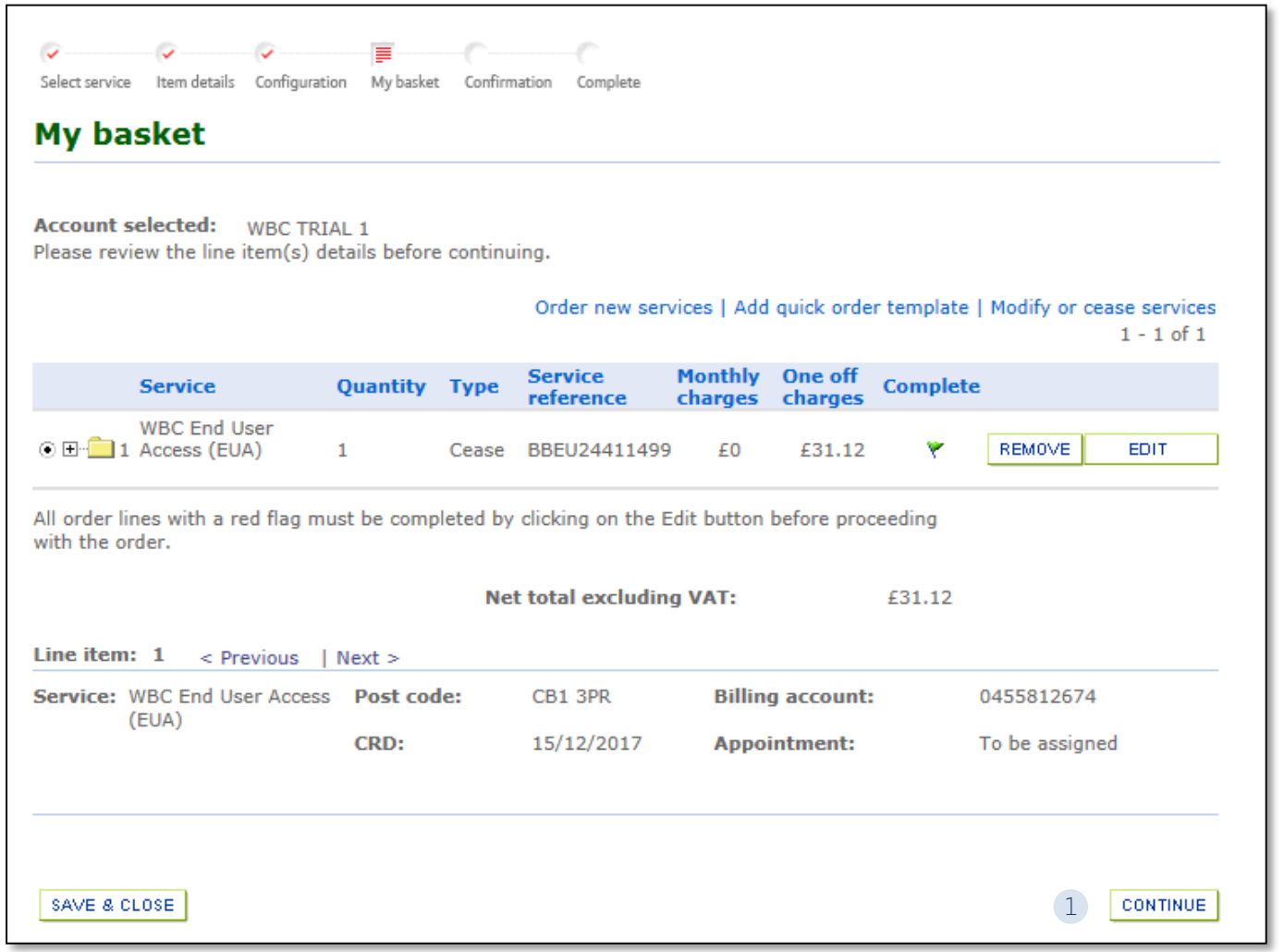

Step 5: Check the details

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

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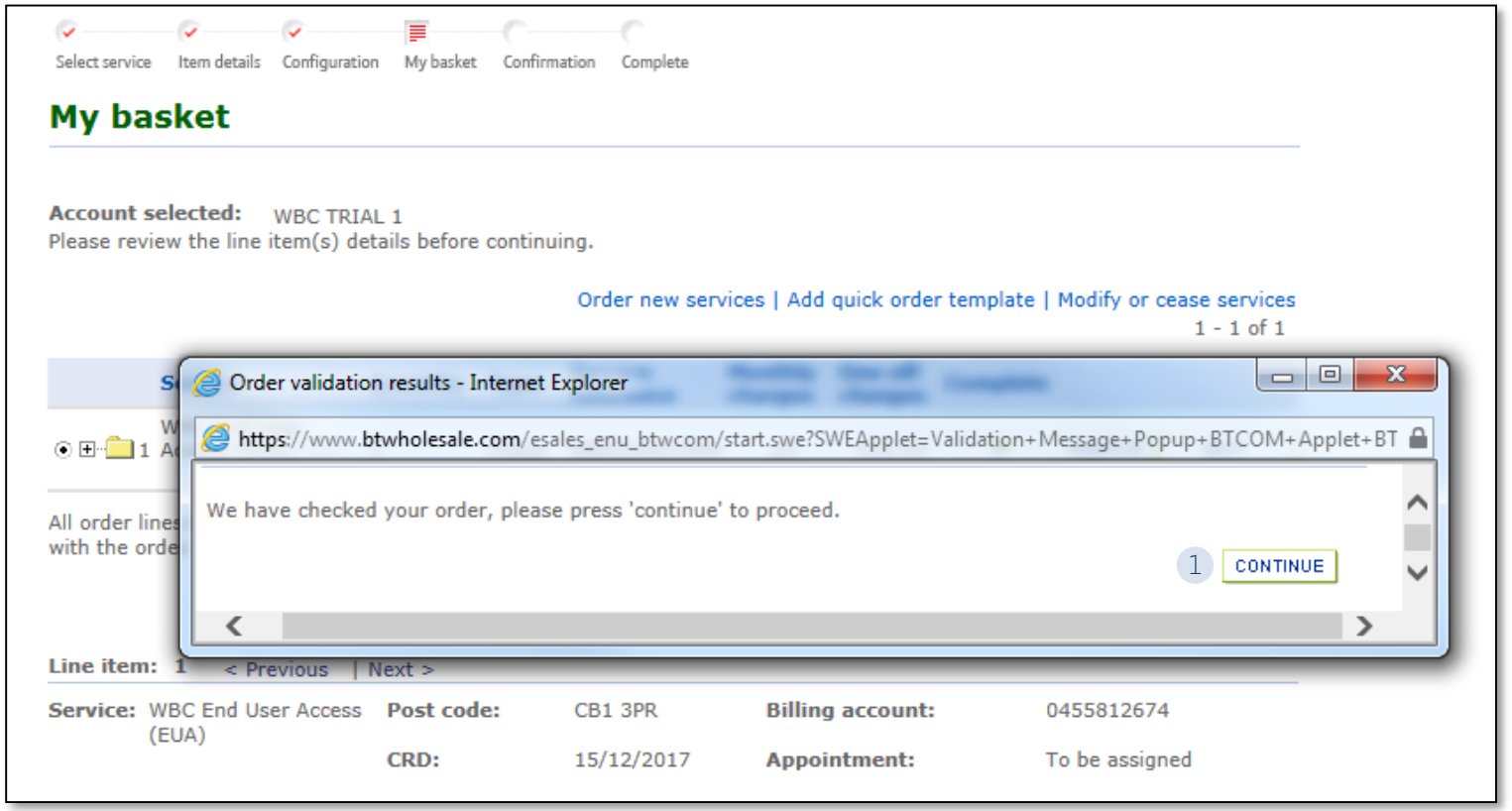

Step 6: Validation

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

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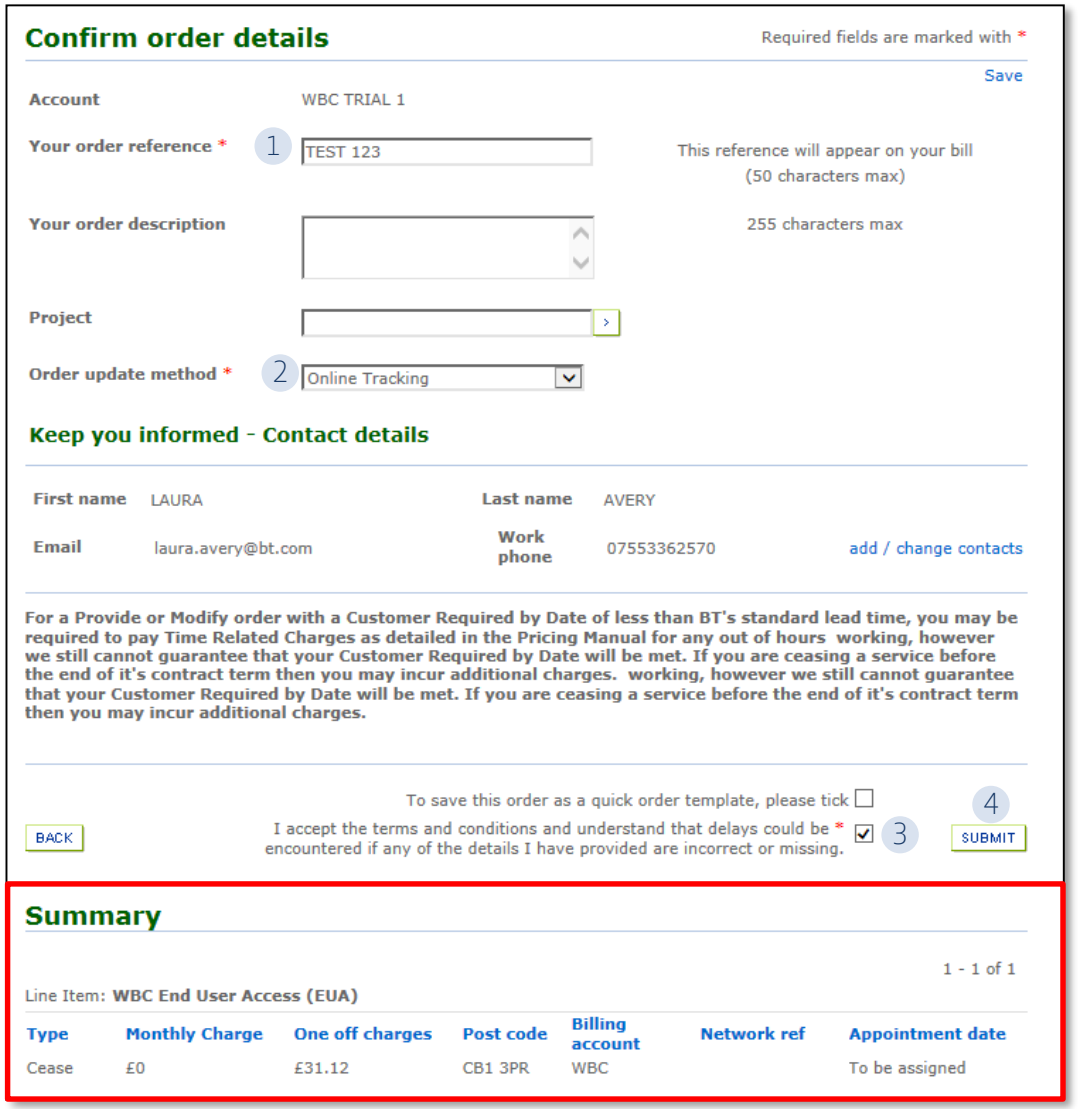

Step 7: Confirmation and Submission

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

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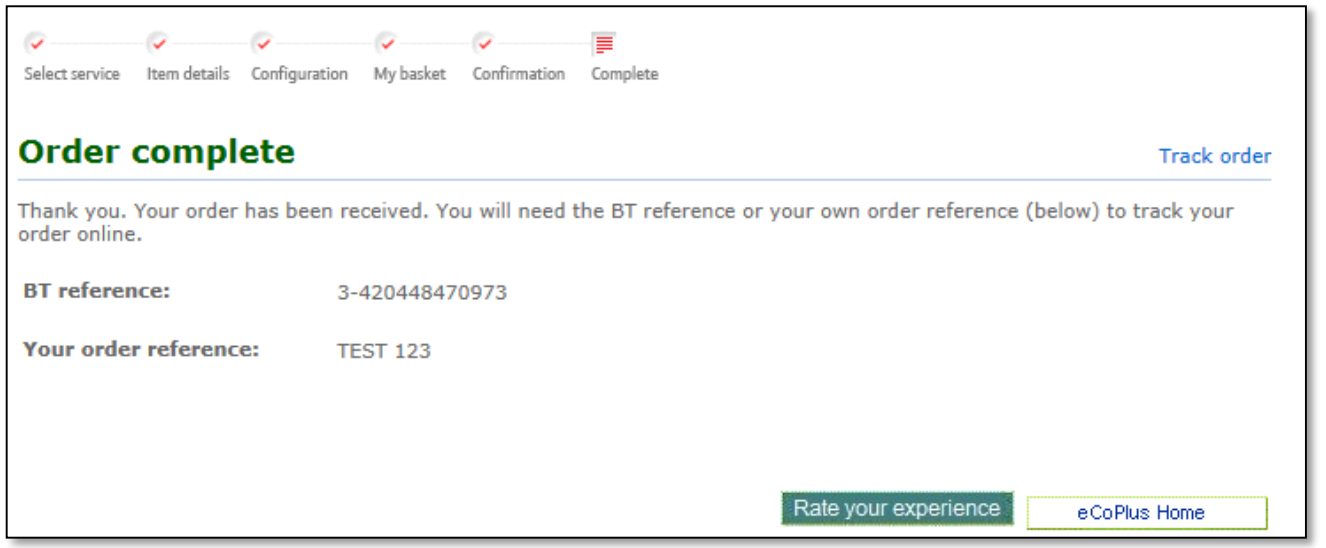

Step 8: Confirmation

Confirmation that your cease request has been placed

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